USER SERVICES

TXShop

Administrative User's Manual

512-471-8802 • oa.askUS@austin.utexas.edu • www.utexas.edu/business/accounting

The University of Texas at Austin
Welcome to the UT Online Shopping Mall
TXSHOP
SHOP UT!
View our Demo Shopping Area
Build Your Own Shopping Area
FAQ
TXSHOP central
We offer online shopping with UT affiliated departments at your fingertips! Browse our shops below and be sure to check back regularly, as we add more stores to the UT Online Shopping Center.
To browse a shop marked 'SECURE-ONLY' - login using your UT EID
ITS Goods and Services Discover a range of ITS stores conveniently gathered in a single location
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The Maya Meetings at Texas
The School of Architecture Online Store
UTEX Culture Collection of Algae
School of Biological Sciences Online Store
The Center for Electrochemistry
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Add Your Store to TXSHOP
Do you represent a UT Department and want to add a store in TXShop?
Let us help you build it. Here's your chance to offer customers a convenient and secure service to shop for your products.
TXSHOP Resources
View TXShop's FAQ.
What does 'SECURE-ONLY' mean?
TXShop Rates
Find out more about TXShop.
REPORT AN ERROR
ABOUT US
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Privacy Information | Safety and Security Information | Copyright | UT EID

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I. Welcome to TXShop

I.1. Introduction

TXShop is the centralized online shopping mall of The University of Texas at Austin. It offers much of the same functionality as commercial shopping carts and is fully integrated with the university's authentication (UT EID), accounting, and credit card processing system.

University departments that open stores in TXShop are able to offer their goods and services for sale to the genreal public or to a more limited audience, and shoppers are able to purchase these items in a convenient and secure environment. Departmental administrators manage their stores with a variety of online tools including inventory updates, product customizations, searches, and data downloads. The purpose of this manual is to assist store administrators by providing a general introduction to all the administrative functions available in TXShop.

This manual assumes that the necessary paperwork for store set up has already been completed and that a store profile has already been created. It also assumes that the administrator has already received the necessary introductory training and authorizations for an existing TXShop store. For additional TXShop help, e-mail txshop-info@austin.utexas.edu.

I.2. Administrative Functions and Authorizations

A. Administrative Functions

To reach the administrative functions of TXShop, go to the secure home page at https://utdirect.utexas.edu/txshop/. Once there, click **Administration** at the bottom of the page. Administrative functions can also be reached from the public home page at http://utdirect.utexas.edu/txshop/ through the same **Administration** link, though logging in to UTDirect will still be required. If an administrator maintains more than one store in

TXShop, the radio button next to the store name must be selected to access that store's administrative functions.

B. Authorizations

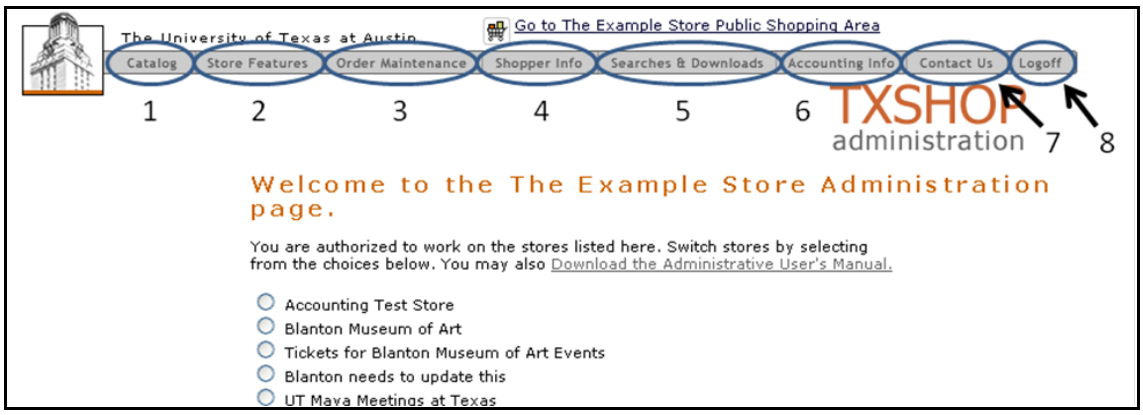
When a new TXShop store is created, the TXShop Stewards will provide authorizations to all university staff or faculty identified by the department as needing administrative access.

If an administrator leaves the university, authorization is automatically deleted. If a new administrator needs to be added to an existing store, the TXShop Administrator Authorization Request Form must be completed and sent to the TXShop Stewards via e-mail to txshop-info@utlists.utexas.edu or fax to 512-232-3360.

The Administrator Authorization Request Form as well as all other TXShop forms can be found in the Handbook of Business Procedures.

I.3. Administrative Options

A. Top Navigation Menu



On the main administrative page, a gray navigation menu is displayed at the top of the page. This menu appears throughout the administrative system and is the directory for all administrative functions in TXShop. Hovering over most tabs in the menu opens a drop-down menu of available functions. The top navigation menu tabs and their associated functions are organized into eight sections:

1) **Catalog:** Create and maintain items for the store. Hover over the **Catalog** tab and select one of the following functions:

- **a.** Add a new item
- **b.** List current items
- **c.** Update current inventory
- **d.** View archived items
- **e.** Update categories
- **f.** Update subcategories
- **g.** Download catalog
- **h.** Upload catalog

2) **Store Features:** Make changes to the entire store. Hover over the **Store Features** tab and select one of the following functions:

- **a.** Maintain storefront
- **b.** Maintain departmental information
- **c.** Maintain discount codes
- **d.** Maintain shipping information
- **e.** Maintain store customizations
- **f.** Create customer service page
- **g.** Submit a featured item

3) **Order Maintenance:** Search for and update individual orders. Hover over the **Order Maintenance** tab and select one of the following functions:

- **a.** Search orders by selected criteria
- **b.** Update order status/view packing list
- **c.** Delete unexecuted orders
- **d.** Process IDT orders
- **e.** Process Order Refund

4) **Shopper Info:** Search for individual shopper information. Hover over the **Shopper Info** tab and select one of the following functions:

- **a.** List shoppers
- **b.** Search shopper order history
- **c.** Search phone orders
- **d.** View saved carts

5) **Searches and Downloads:** Search by any of various criteria. Hover over the **Searches and Downloads** tab and select one of the following functions:

- **a.** Search orders by selected criteria
- **b.** View sales report summary
- **c.** List shoppers
- **d.** Search shopper order history
- **e.** Search phone orders

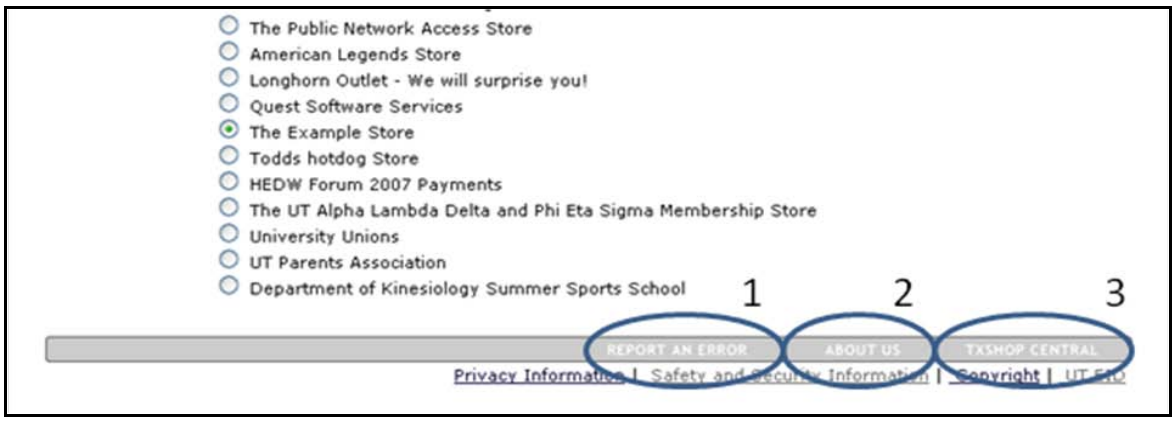
f. View saved carts
g. Download catalog
h. View Refunded Orders

6) **Accounting Info**: Update the store's billing and subcode information. Click **Accounting Info** to begin.

7) **Contact Us**: Displays the contact e-mail address for the TXShop Stewards. Click **Contact Us** to begin.

8) **Logoff:** Click **Logoff** to log out of UT Direct.

B. Bottom Navigation Menu


The Public Network Access Store
American Legends Store
Longhorn Outlet - We will surprise you!
Quest Software Services
The Example Store
Todds hotdog Store
HEDW Forum 2007 Payments
The UT Alpha Lambda Delta and Phi Eta Sigma Membership Store
University Unions
UT Parents Association
Department of Kinesiology Summer Sports School
1
2
3
REPORT AN ERROR
ABOUT US
TXSHOP CENTRAL
Privacy Information | Safety and Security Information | Copyright | UT EID

1) **Report an Error:** E-mail the TXShop Stewards at txshop-info@austin.utexas.edu to report a technical error.

2) **About Us:** Information about TXShop including contact information for TXShop support.

3) **TXShop Central:** Return to the main TXShop home page.

II. Administrative Features

II.1. Catalog

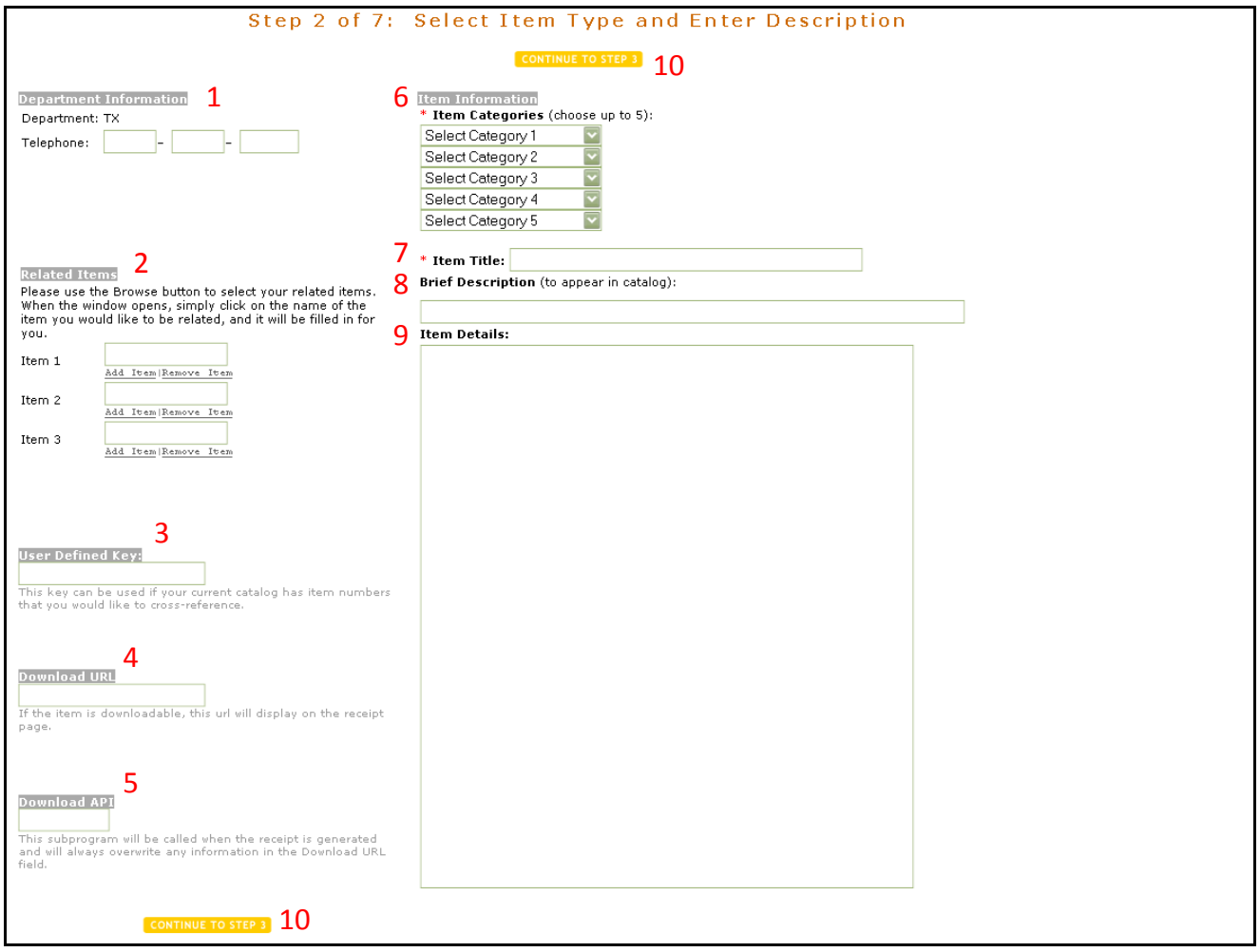
A. Add a New Item

To add a new item to a store's inventory, the administrator must complete seven steps. Because stores generally have only one department, most administrators will be forwarded directly to Step 2. If a field is required, a red asterisk (*) is displayed just before the field name.

Step 1 of 7: Choose a Department.

This step appears only if there is more than one department in the store. Select the department prefix of the department catalog to which the item is being added.

Step 2 of 7: Select Item Type and Enter Description.


Step 2 of 7: Select Item Type and Enter Description
CONTINUE TO STEP 3
10
Department Information
1
Department: TX
Telephone:
6
Item Information
* Item Categories (choose up to 5):
Select Category 1
Select Category 2
Select Category 3
Select Category 4
Select Category 5
7
* Item Title:
8
Brief Description (to appear in catalog):
9
Item Details:
Related Items
2
Please use the Browse button to select your related items. When the window opens, simply click on the name of the item you would like to be related, and it will be filled in for you.
Item 1
Add Item|Remove Item
Item 2
Add Item|Remove Item
Item 3
Add Item|Remove Item
3
User Defined Key:
This key can be used if your current catalog has item numbers that you would like to cross-reference.
4
Download URL
If the item is downloadable, this url will display on the receipt page.
5
Download API
This subprogram will be called when the receipt is generated and will always overwrite any information in the Download URL field.
CONTINUE TO STEP 3
10

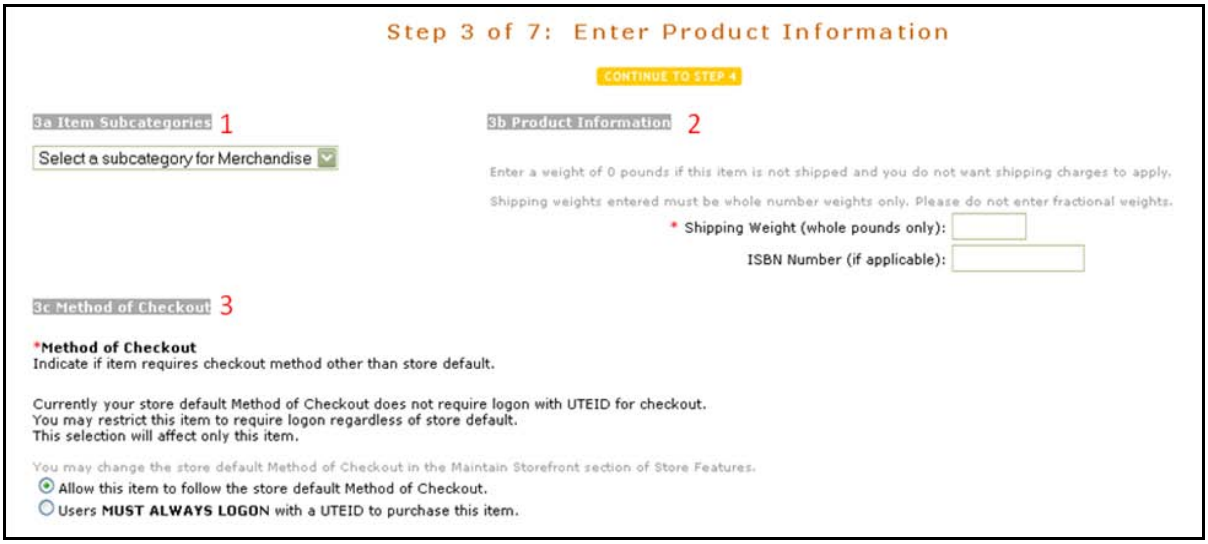
1) **Department Information**

a. The department is displayed for informational purposes only; it cannot be changed.

b. An optional contact telephone number (including area code) can be displayed on the item order page.

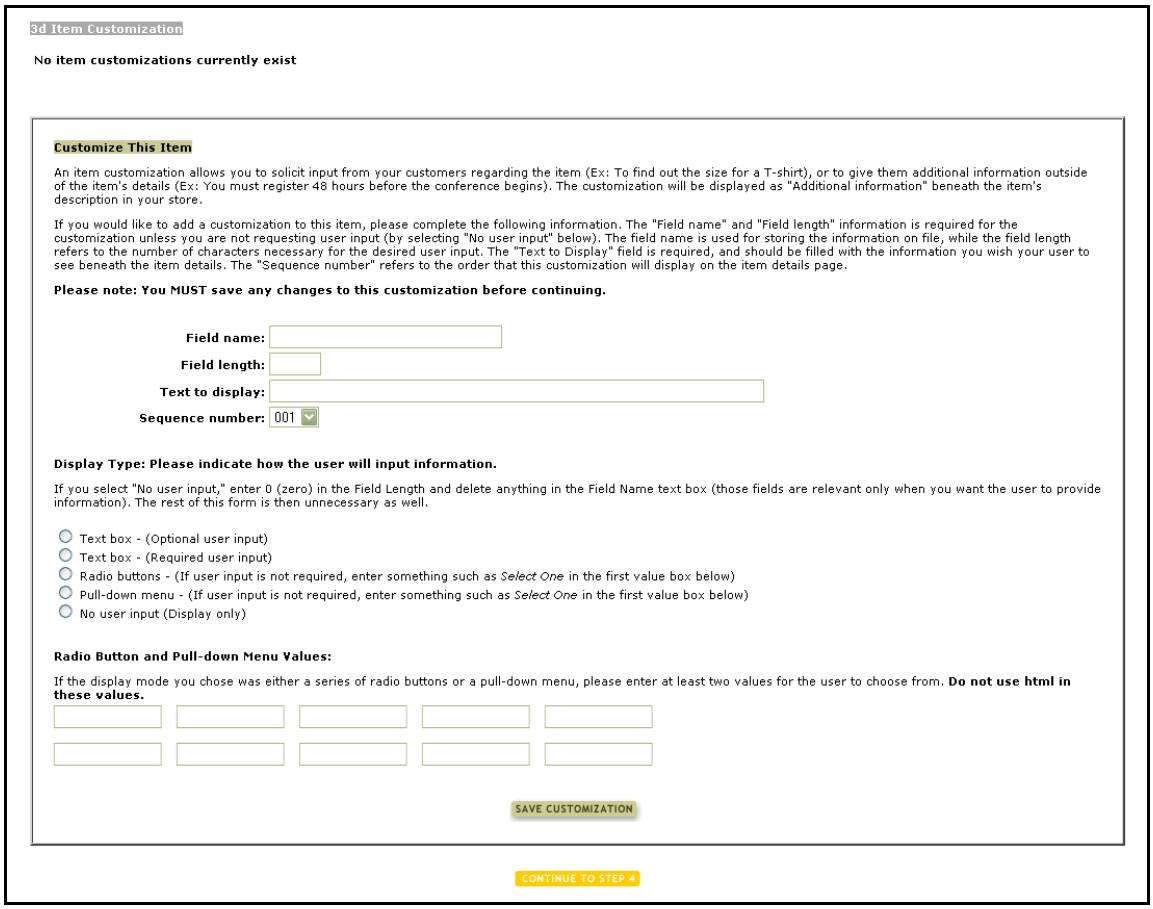
2) **Related Items:** Existing items that a shopper may find useful or appealing can be listed on the item page as **related items**. This is a simple way to advertise other items within a store.
3) **User Defined Key:** Enter a unique identifier for this item. The User Defined Key can be very useful for sorting and filtering downloaded reports.
4) **Download URL:** If the item is software or any other downloadable product, enter the URL to access the download.
5) **Download API:** This refers to a NATURAL program that will be called when the receipt is created and will override the Download URL information. It can be used to dynamically create the Download URL.
6) **Item Categories:** Select at least one or up to five store categories in which this item will appear.
7) **Item Title:** Enter the title (name) of the item being created. This field allows the use of HTML code for formatting purposes. Limit: 150 characters (including spaces).
8) **Brief Description:** Compose a brief description of the item that will appear alongside the item title. This field also allows the use of HTML code for formatting purposes. Limit: 80 characters (including spaces).
9) **Item Details:** Compose a longer description of the item to appear below the item description. HTML code is recommended in this field for formatting purposes. Limit: 35 lines of up to 65 characters each (including spaces).

Step 3 of 7: **Enter Product Information.**


Step 3 of 7: Enter Product Information
CONTINUE TO STEP 4
3a Item Subcategories 1
Select a subcategory for Merchandise
3b Product Information 2
Enter a weight of 0 pounds if this item is not shipped and you do not want shipping charges to apply.
Shipping weights entered must be whole number weights only. Please do not enter fractional weights.
* Shipping Weight (whole pounds only):
ISBN Number (if applicable):
3c Method of Checkout 3
*Method of Checkout
Indicate if item requires checkout method other than store default.
Currently your store default Method of Checkout does not require logon with UTEID for checkout.
You may restrict this item to require logon regardless of store default.
This selection will affect only this item.
You may change the store default Method of Checkout in the Maintain Storefront section of Store Features.
Allow this item to follow the store default Method of Checkout.
Users MUST ALWAYS LOGON with a UTEID to purchase this item.

1) **Item Subcategories:** If the store has subcategories, select a subcategory for this item.
2) **Product Information**

a. Enter the shipping weight of the item, even if the item's weight is irrelevant to its cost or shipping fees. The shopper will not be asked for any shipping information if the item has a shipping weight of 0 (zero). Enter 0 (zero) if the item is not shippable.
b. If the item is a book, enter its ISBN number.
3) **Method of Checkout:** TXShop allows administrators to determine the security for individual items separate from the store security. If a store does not require the shopper to log in using a UT EID, it is possible to require login before the purchase of a specific item.


3d Item Customization
No item customizations currently exist
Customize This Item
An item customization allows you to solicit input from your customers regarding the item (Ex: To find out the size for a T-shirt), or to give them additional information outside of the item's details (Ex: You must register 48 hours before the conference begins). The customization will be displayed as "Additional information" beneath the item's description in your store.
If you would like to add a customization to this item, please complete the following information. The "Field name" and "Field length" information is required for the customization unless you are not requesting user input (by selecting "No user input" below). The field name is used for storing the information on file, while the field length refers to the number of characters necessary for the desired user input. The "Text to Display" field is required, and should be filled with the information you wish your user to see beneath the item details. The "Sequence number" refers to the order that this customization will display on the item details page.
Please note: You MUST save any changes to this customization before continuing.
Field name:
Field length:
Text to display:
Sequence number:
001
Display Type: Please indicate how the user will input information.
If you select "No user input," enter 0 (zero) in the Field Length and delete anything in the Field Name text box (those fields are relevant only when you want the user to provide information). The rest of this form is then unnecessary as well.
Text box - (Optional user input)
Text box - (Required user input)
Radio buttons - (If user input is not required, enter something such as Select One in the first value box below)
Pull-down menu - (If user input is not required, enter something such as Select One in the first value box below)
No user input (Display only)
Radio Button and Pull-down Menu Values:
If the display mode you chose was either a series of radio buttons or a pull-down menu, please enter at least two values for the user to choose from. Do not use html in these values.
SAVE CUSTOMIZATION
CONTINUE TO STEP 4

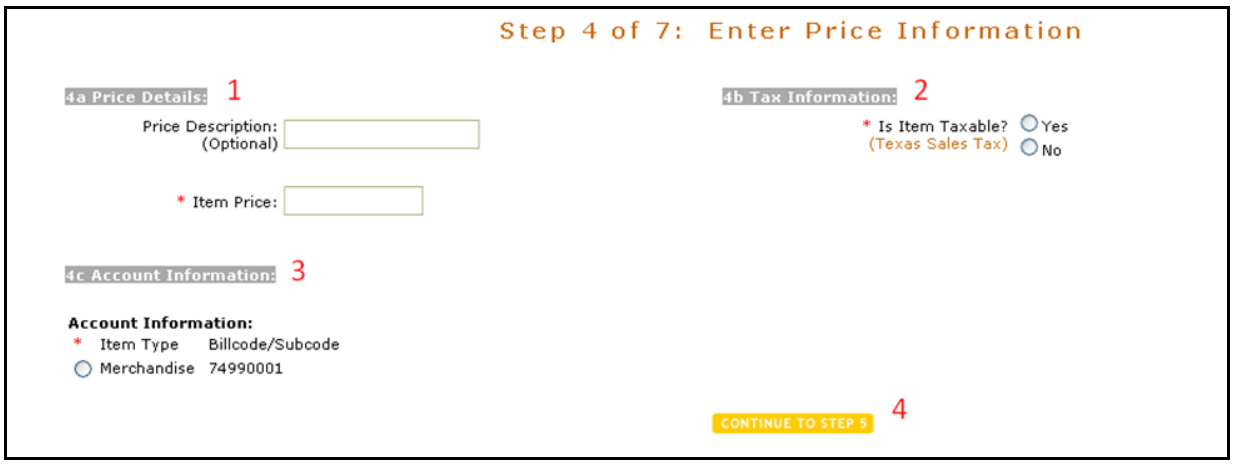
4) **Item Customization:** TXShop allows customization of individual items in the store. These customizations exist to give further information to the shopper, or to allow the customer to enter necessary information (e.g., shirt size).

1. Enter the name of the field to be filled in by the user. An example would be "Shirt size." **Field Name** will only be used programmatically and will not be visible to the customer.

2. Determine the length of the input field; it should be as long as the longest possible user input but cannot be longer than 60 characters (including spaces).

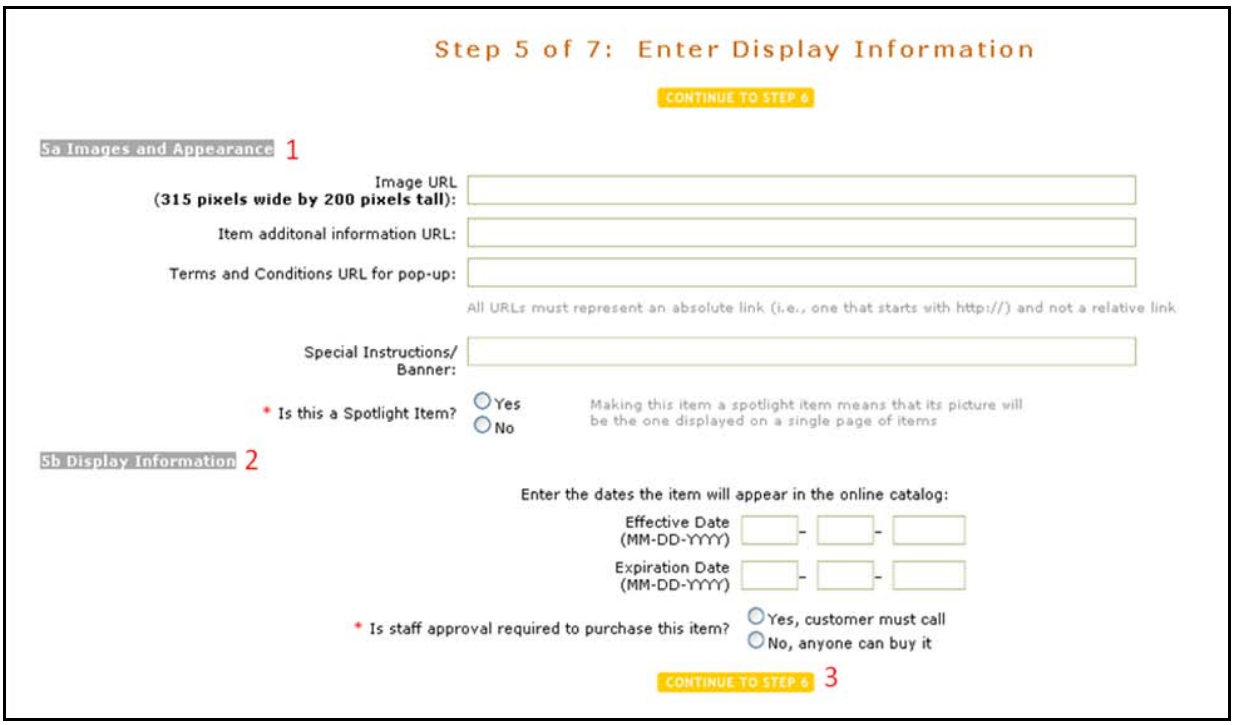
3. Add the accompanying text to be displayed to the customer. An example would be “What is your shirt size?”
4. Enter the order in which this customization should appear if there is more than one customization for this item.
5. Choose how the customer should input information, whether as text or as a selection from a radio button or drop-down menu.
6. If radio button or drop-down menu was selected, enter at least two values for the customer to select. Examples would be “small” and “large.” It is recommended that the first value be “Select a value” to prompt the customer to select a different value.
7. Click **Save Customization** to save this new item customization.

Step 4 of 7: Enter Price Information.



1) **Price Details**
a. **Price Description**: Enter optional text to appear next to the price of the item. For example, the name of the item.
b. **Item Price**: Enter the cost of the item including both dollars and cents (e.g., 10.00) do **not** include the dollar sign ($). **Note**: Free merchandise, such as a no cost membership, can be provided through TXShop. At checkout, the customer will have the option to **Complete Free Order** rather than **Pay by Credit Card** or other payment methods.
2) **Tax Information:** Determine whether or not sales tax should be added to the item cost.
3) **Account Information:** Select the bill code/subcode for the type of item being created.

Step 5 of 7: **Enter Display Information.**


Step 5 of 7: Enter Display Information
CONTINUE TO STEP 6
5a Images and Appearance
1
Image URL
(315 pixels wide by 200 pixels tall):
Item additonal information URL:
Terms and Conditions URL for pop-up:
All URLs must represent an absolute link (i.e., one that starts with http://) and not a relative link
Special Instructions/
Banner:
* Is this a Spotlight Item?
Yes
No
Making this item a spotlight item means that its picture will be the one displayed on a single page of items
5b Display Information
2
Enter the dates the item will appear in the online catalog:
Effective Date
(MM-DD-YYYY)
Expiration Date
(MM-DD-YYYY)
* Is staff approval required to purchase this item?
Yes, customer must call
No, anyone can buy it
CONTINUE TO STEP 6
3

1) **Images and Appearance**

a. To display an image of the item for customers to see, type the URL that links to the image. The image must be 315 x 200 pixels.

b. If additional information about an item, beyond what was included in the item description fields, needs to be added, type the URL that links to that information.

c. If a **Terms and Conditions** pop-up window should appear prior to purchase completion, type the URL that links to the text. For example: if the customer were downloading software, terms and conditions might be: "This software is for personal use only."

d. If special instructions or a message should be displayed in a banner on the category page when the item is spotlighted (see below for information on spotlighted items), enter the text here.

e. Choose whether or not this item should be a spotlight item, meaning that its picture will be the one displayed on a page of multiple items.

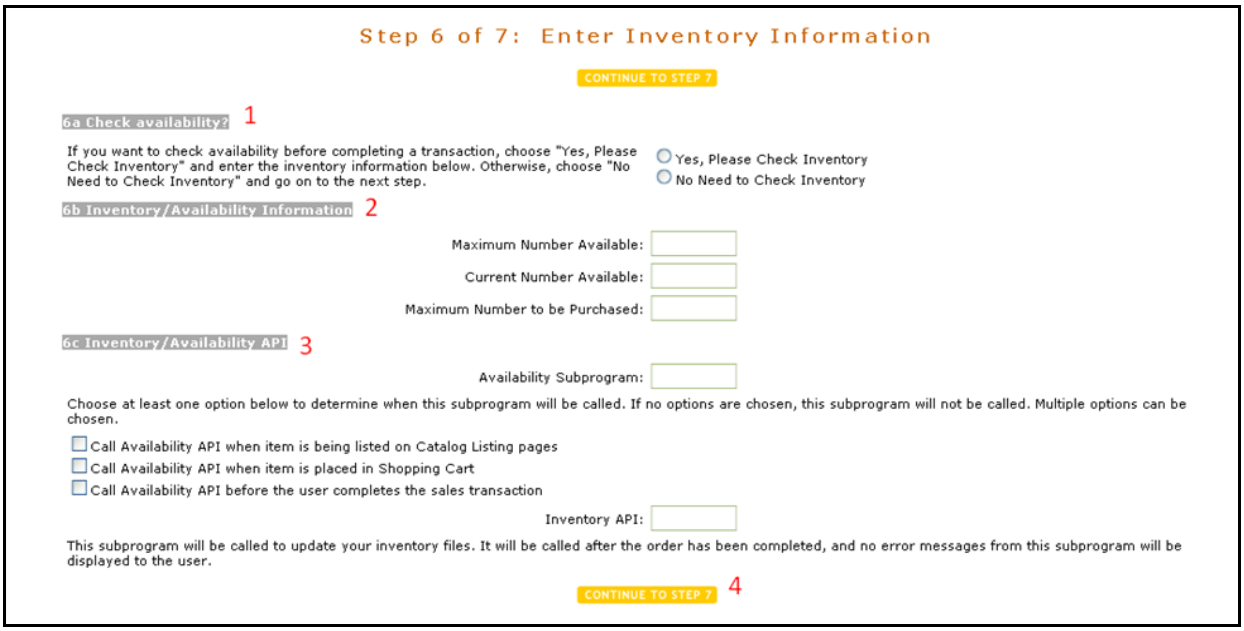
2) **Display Information**

a. If the item should become available for purchase only after a certain date, type the date here.

b. If the item should no longer be available for purchase after a certain date, type the date here.

c. Select whether or not staff approval is required for purchase. If approval is required, the customer will be directed to call the department to request approval.

Step 6 of 7: **Enter Inventory Information.**


Step 6 of 7: Enter Inventory Information
CONTINUE TO STEP 7
6a Check availability? 1
If you want to check availability before completing a transaction, choose "Yes, Please Check Inventory" and enter the inventory information below. Otherwise, choose "No Need to Check Inventory" and go on to the next step.
Yes, Please Check Inventory
No Need to Check Inventory
6b Inventory/Availability Information 2
Maximum Number Available:
Current Number Available:
Maximum Number to be Purchased:
6c Inventory/Availability API 3
Availability Subprogram:
Choose at least one option below to determine when this subprogram will be called. If no options are chosen, this subprogram will not be called. Multiple options can be chosen.
Call Availability API when item is being listed on Catalog Listing pages
Call Availability API when item is placed in Shopping Cart
Call Availability API before the user completes the sales transaction
Inventory API:
This subprogram will be called to update your inventory files. It will be called after the order has been completed, and no error messages from this subprogram will be displayed to the user.
CONTINUE TO STEP 7 4

1) **Check availability?:** Choose whether or not to check inventory before completing a transaction involving this item. This inventory check looks at the number of available items set by the administrator on the **Update Inventory** page (or when the item is first created). TXShop automatically subtracts from this number when a customer makes a purchase. However, it is the responsibility of the administrator to update the inventory count (maximum number available) for a given item if this feature is to be used. TXShop assures that a shopper cannot buy more of an item than indicated by the inventory count. **Note**: If an order is refunded, TXShop does not automatically update inventory numbers. The store administrator must do this manually.

2) **Inventory/Availability Information**

a. Enter the maximum number of the item available. For example, if the store is selling tickets to an event with a maximum capacity of 100 people, enter 100.

b. Enter the quantity of the item currently in stock. This number is automatically subtracted from when a customer purchases this item. If the maximum number available is 100, this number should also start at 100.

c. Enter the maximum number of the item that any one shopper can purchase. This will be the upper limit that any one shopper can purchase at any one time. **Note**: there is no audit in place to ensure that the customer not purchase the same item at a later date.

3) **Inventory/Availability API**

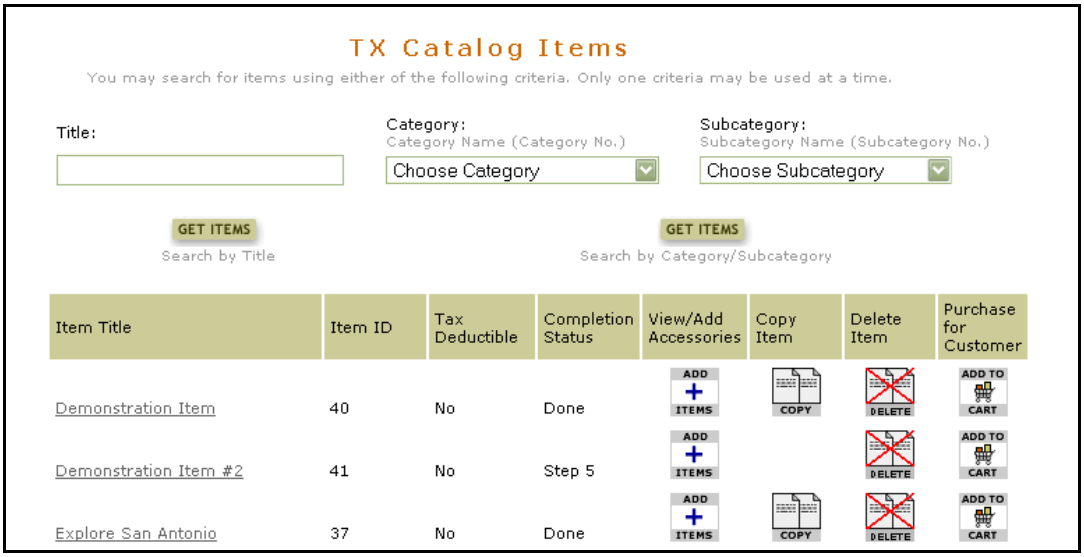
a. If the department is providing its own programmatic inventory check for this item, enter the name of the NATURAL subprogram to

be used. This subprogram can be called in various places and allows return messages.
b. If the department is providing its own inventory update for this item, enter the name of the NATURAL subprogram to be used. This inventory update does not allow return messages.

Step 7:

This page summarizes all the previously entered information in one page. Everything is available to be updated. Click **Create/Update item** at the bottom of the page to create or update the item. Do not forget to click **Create/Update Item**! The item creation process is not complete until this is done. Once the item is created it will be visible to the customers in the TXShop store.

B. List Current Items



This page displays the store's complete catalog of items. From this list of items, an administrator can update, copy, or delete existing items. It is also possible for an administrator to purchase an item on a customer's behalf.

a) To search for items by title, category, or subcategory, fill in the search criteria and click **Get Items**.
b) To review or update an item's profile, click the item's title link. For example, by clicking on **Demonstration Item** on the sample page above, a new page appears where it is possible to update item information or archive the item.

c) To add an accessory to an existing item, click **View/Add Accessories**. The process of adding an accessory parallels the process of creating an item. Once created, the accessory appears as part of the parent item and can only be purchased along with it. For example, an optional meal (including an additional fee) could be purchased along with a conference registration. When administrators view the items in their stores, accessories are labeled with the ID number of the parent item.

d) Copying an existing item can save a great deal of time. Click **Copy Item** to display a page where the new copy can be named. This then brings up a confirmation window where the newly-created copy can be modified.

e) Click **Delete Item** to permanently remove an item from the store's catalog.

f) To place an order for a customer, click **Purchase for Customer**. The item will be ordered as it normally would by a customer. When checking out, the administrator will be prompted to enter the customer's UT EID or click **Purchase for Myself**. All UT EIDs must have a shopper profile. If one does not yet exist, the administrator can create one by clicking **you may also add a shopper profile for the UT EID above**. The billing and shipping addresses default to the administrator's own shopper profile. When ordering for another shopper, change the billing address and shipping address manually.

C. Update Current Inventory

Update the inventory information for all active items in the catalog.
1) To search for a particular item, enter the Item ID number and click **Search**.
2) To view or change inventory information for individual items in the catalog:

- **a.** Mark the box under **Check Inventory** to check item availability before allowing a purchase.
- **b.** Maximum Number Available: sets the total number in stock.
- **c.** Current Number Available: sets the total current number available.
- **d.** Maximum Number to Purchase: sets the maximum number that a single customer may purchase.

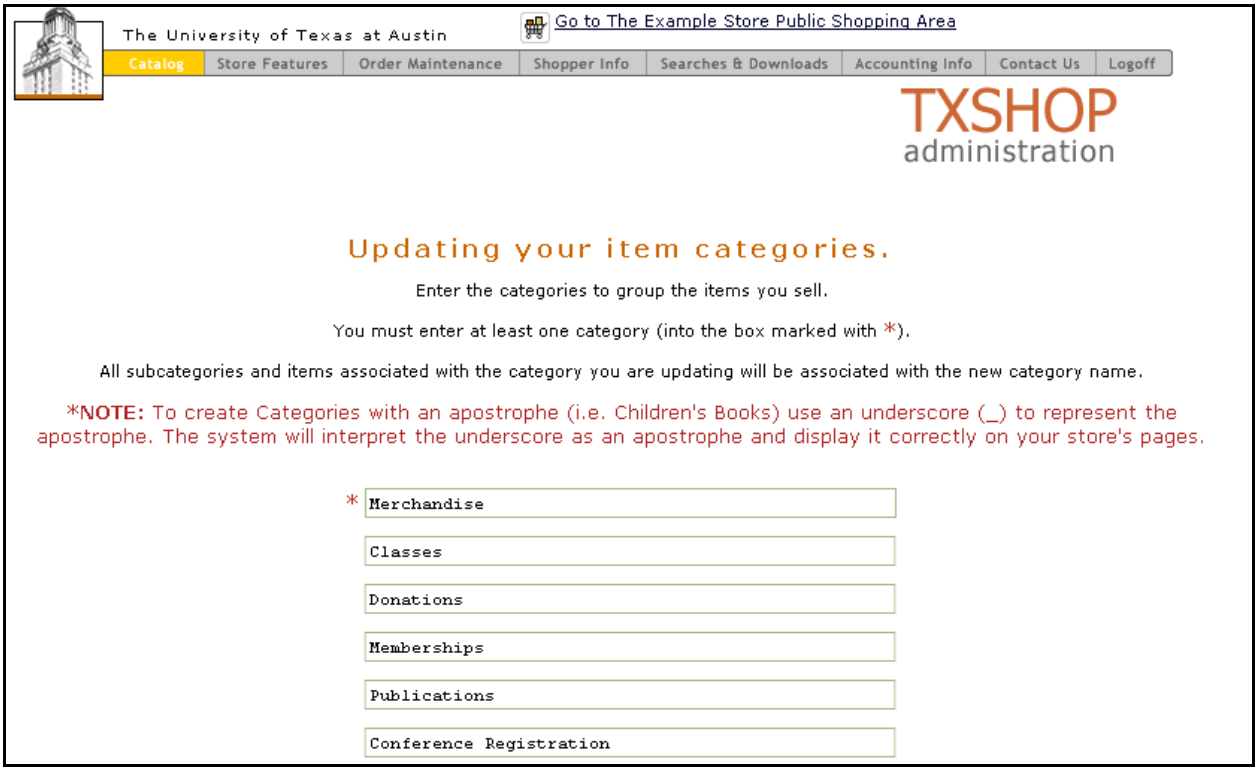
Note: If inventory is being tracked for a particular item, when the Current Number Available reaches zero, the store administrator will receive an e-mail notification that the last item has been purchased.

D. View Archived Items

Access and update the archived items in the inventory in a variety of ways. Archived items are items in the store catalog which do not appear to the customer. Administrators can purchase these items on behalf of customers.

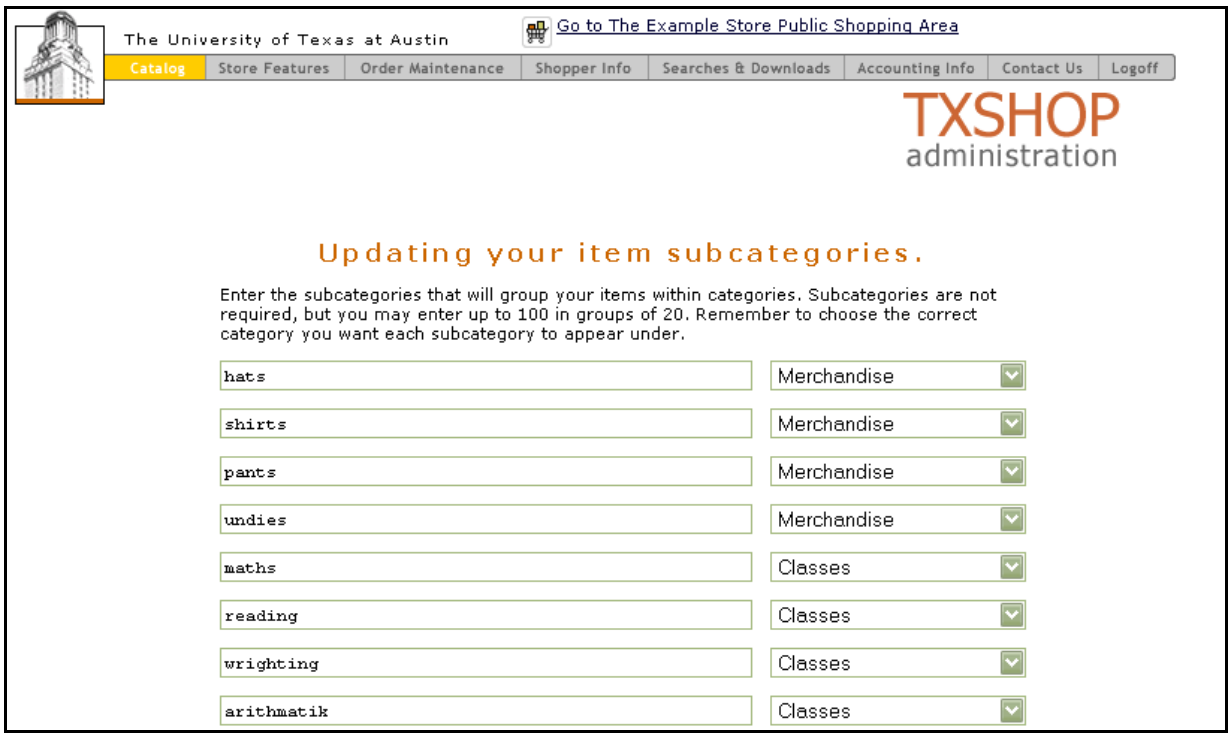
The functionality of **View Archived Items** is the same as the **List Current Items** function detailed in Section II.1.B.

E. Update Categories


The University of Texas at Austin
Go to The Example Store Public Shopping Area
Catalog
Store Features
Order Maintenance
Shopper Info
Searches & Downloads
Accounting Info
Contact Us
Logoff
TXSHOP
administration
Updating your item categories.
Enter the categories to group the items you sell.
You must enter at least one category (into the box marked with *).
All subcategories and items associated with the category you are updating will be associated with the new category name.
*NOTE: To create Categories with an apostrophe (i.e. Children's Books) use an underscore (_) to represent the apostrophe. The system will interpret the underscore as an apostrophe and display it correctly on your store's pages.
* Merchandise
Classes
Donations
Memberships
Publications
Conference Registration

Maintain existing categories or create new ones. Every store must have at least one category and can have up to 20. A store can have a combined total of up to 100 categories and subcategories. The Category Availability API allows administrators to provide a link to an external NATURAL program that filters the categories that a customer can see. For example, the program could only display categories based on a customer's job status, enrollment status, or other criteria.

F. Update Subcategories



Maintain existing subcategories or create new ones. Subcategories are optional. To add a subcategory, enter the subcategory name and choose the category to which it is linked. A maximum of 20 subcategories are allowed per category.

G. Download Catalog

Download the entire store catalog into an Excel spreadsheet. Click **Download Catalog** to begin.

H. Upload Catalog

Upload a comma-delimited spreadsheet (.cvs file format) of the catalog of items you wish to add to TXShop. Enter the e-mail address for reporting the results of the upload. By default the user's preferred university e-mail address will be used. Then, enter the file name to be uploaded and click **Upload**. The page also contains a help link with useful upload information and a table of the store's current categories and subcategories.

Tips for a successful upload:

- Have a spreadsheet ready.

- Fields must be entered in the order of the original download for the upload to work properly.
- For new items, the Item Id field must be blank.
- When uploading new items, do not upload accessory items along with other new items. The parent item's Item Id must be entered in the **Item Parent Id** field.
- Existing items can be uploaded, but be aware that not all fields may be modified.
- Any field that is not required may be left blank.
- Definitions (see the second column on the upload help page table) refer to the required format for that field.
- "A" refers to alphanumeric fields (letters, numbers, or symbols) and "N" refers to numeric fields (numbers only). Each is followed by a number representing how many letters or numbers the field allows.
- Alphanumeric fields may be letters, numbers or symbols, but numeric fields may only hold numbers.
- Further examples may be found at the bottom of the upload help page.
- Double quotes that are included in the description fields will be replaced with the html equivalent of a double quote ("). This will add an extra five characters to the length of the field.
- If you would like to see an example upload comma-delimited file, go to the upload help page, and click **here** below the last bullet item. This file would have to be saved as a comma-delimited file before uploading in order to work properly.

II.2. Store Features

A. Maintain Storefront

1) Update Your Store's Appearance.

a. Update the store's appearance by choosing a color scheme and logo. TXShop accesses the store's logo by connecting to the image via the web address (URL) provided. The image itself must be 65 by 65 pixels in size and should be on a secure server. If the department does not have a secure server, TXSHOP can store the image on its server and return a URL to the administrator.

b. The logo appears on the top left-hand corner of the TXShop store's home page and on the the packing list. If no URL is entered, the University of Texas at Austin Tower logo found on the TXShop home page will be used by default.

2) Update Your Store's Basic Info.

a. Define the store's status as active, inactive, or deactivated. Selecting the inactive button identifies the store as "coming soon" on the TXShop home page.

b. Update the department prefix assigned by the TXShop stewards.

c. Select the store's security level. The secure option requires the customer to logon with a UT EID to enter the store. Stores may find this desirable if there is a need to know exactly who has ordered which product, or if they want to limit sales based on a customer's relationship with the university.

d. Determine whether the store will require the customer to logon with a UT EID for checkout. If the customer will be allowed to check out without logging in, they must also be allowed to browse without logging in. Checking out without logging in allows customers to purchase items without having a UT EID, but requires the user to enter billing address information, and other information normally stored in a customer's profile each time they checkout.

e. Determine the number of days the system should store unused shopping carts. The default is 365 days. If the field is left blank, the default will be used.

f. Determine the number of items allowed in a shopping cart at one time. The default is 999 items. If the field is left blank, the default will be used.

g. Set the time the store closes each day. Times must be indicated in half-hour intervals. If no time is selected, the store will remain open 24 hours a day.

h. If the store has a closing time, set the time the store reopens each day.

3) Address Verification

a. Choose whether or not TXShop should verify the customer's billing address.

b. This check will verify that the address is valid with the US Postal Service.

4) Updating Your Home Page.

a. Enter the name of the store (use only letters and numbers with no punctuation or other special characters). (60 characters max)

b. TXShop accesses the store's home page image by connecting to the image via the web address (URL) provided. The image must be 315 pixels wide by 200 pixels tall and should be on a secure server. If the department does not have a secure server, TXSHOP can store the image on its server and return a

URL to the administrator. If no URL is entered, a university of Texas at Austin Tower image will be used by default.

c. Enter any additional text to appear on the store's home page. A maximum of eight lines are available. The text will appear on the store's home page below the home page image.

B. Maintain Departmental Information

Maintain important departmental information about the store.

1) Edit the URL of the departmental home page to allow customers to navigate to it from the About Us page.

Store logo here
The University of Texas at Austin
Your shopping cart is empty.
Shopping
Customer Service
Your Account
Checkout
Text for departmental homepage link
The Department of Obscure Information
Welcome to The Example Store
Please choose a category:
The first category
The second category
An image to represent your store
This store has been created as an example of the different pages you need to fill out in creating and maintaining a store in TXShop.
ADMINISTRATION
ABOUT US
LOG ON
Privacy Information

2) Edit the text for the departmental home page link. This text also appears above the store title on the About Us page, the store home page, the category page(s), and the subcategory page(s). (60 characters max)

3) Edit the URL of the Customer Service page if one has been created. There are two methods for creating this page. A separate HTML page can be created or the **Create Customer Service** page feature can be used (Section II.2.F) to generate HTML script from plain text.

4) Edit store administrator's contact information including address, city, state, zip code, UT mail code, telephone, and fax.

5) Edit the departmental e-mail address that appears on the About Us page.

6) Select whether or not TXShop should send an e-mail notification to the departmental e-mail address for every order placed in the store. Only one e-mail address can be used.

7) Select the payment methods accepted in the store: credit cards

(MasterCard, Visa, and Discover), American Express credit card, purchase orders, Interdepartmental Transfers (IDTs), or pre-pay (check, money order, etc.).

8) Edit payment method API. If the department is providing a program to limit the payment options by customer type, enter the name of the NATURAL subprogram to be used.

9) Select additional options. Mark discount codes if you want the option to allow discounts in your store. Mark tax exempt status if you want the option to make certain items in your store tax exempt. It is the store's responsibility to verify that customers use valid tax exempt codes.

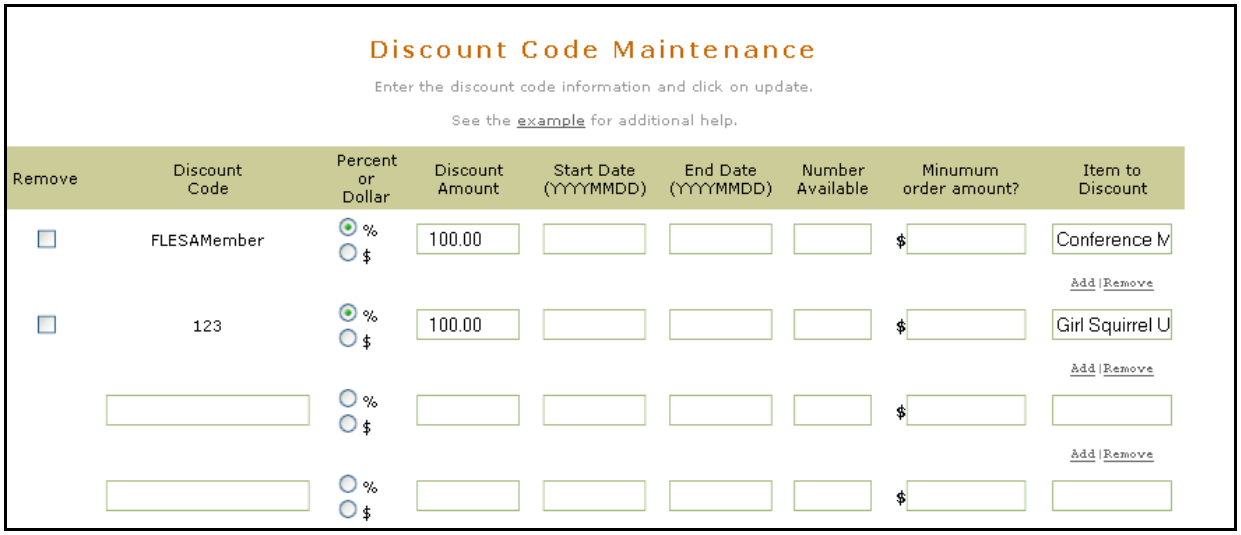
10) Enter alternate titles for the four top navigation menu tabs displayed throughout the store. If nothing is entered, the default is **Shopping**, **Customer Service**, **Your Account**, and **Checkout** respectively.

11) Enter up to ten additional links to other related pages. Links must contain a URL and title.

12) Enter up to eight lines of additional text to appear on the **About Us** page.

C. Maintain Discount Codes

Create and update discount codes which can be used by customers.



Each discount code contains the following elements:

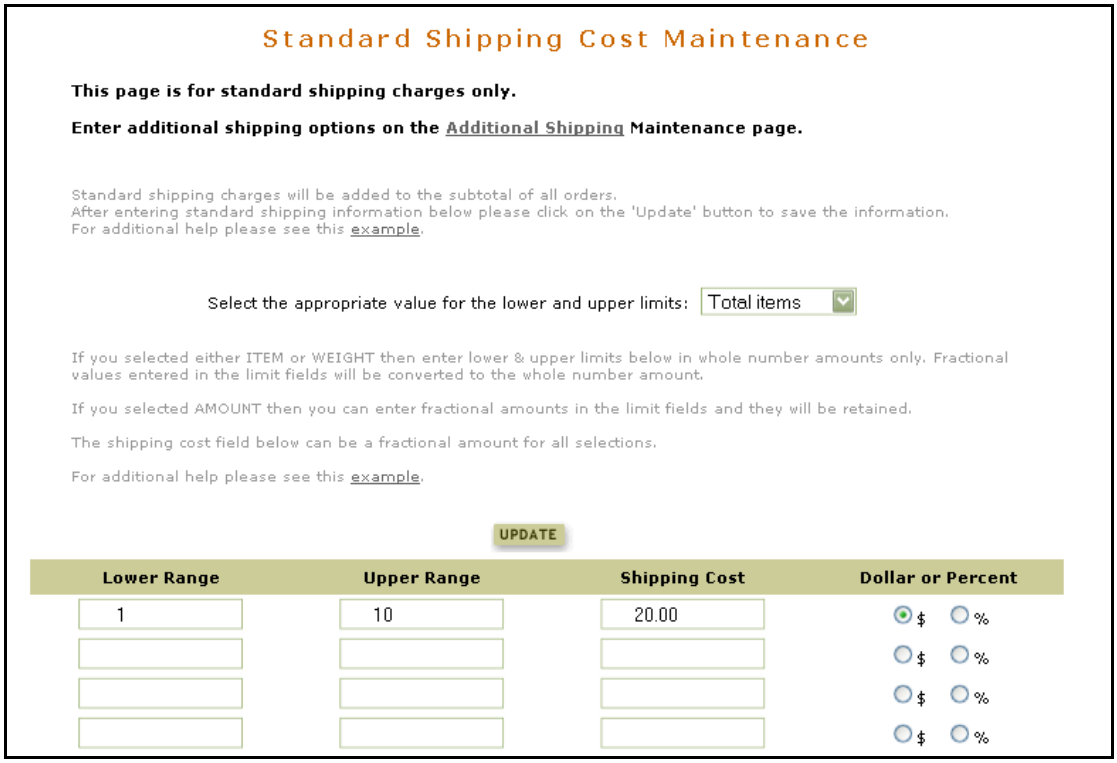
a. Enter the discount code name which will be provided to customers. This is a free-form field which can consist of a word, phrase, or combination of numbers and/or letters.

b. Choose whether the discount is a percentage or dollar amount.

c. Enter the percentage or dollar amount of the discount (do not enter a **$**).
d. Select the date on which the discount becomes valid.
e. Select the date on which the discount ends.
f. Choose the number of discounts available with this code.
g. Enter the minimum amount of the total order required to qualify for the discount.
h. Select the item to be discounted. If this field blank is left blank, the discount will be applied to the entire order.

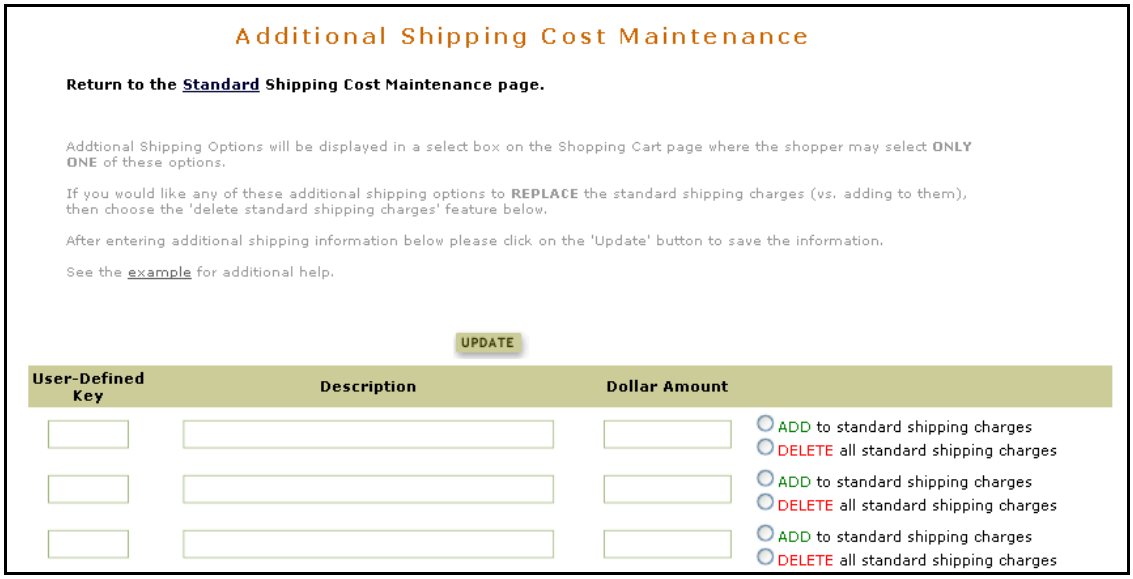
D. Maintain Shipping Information

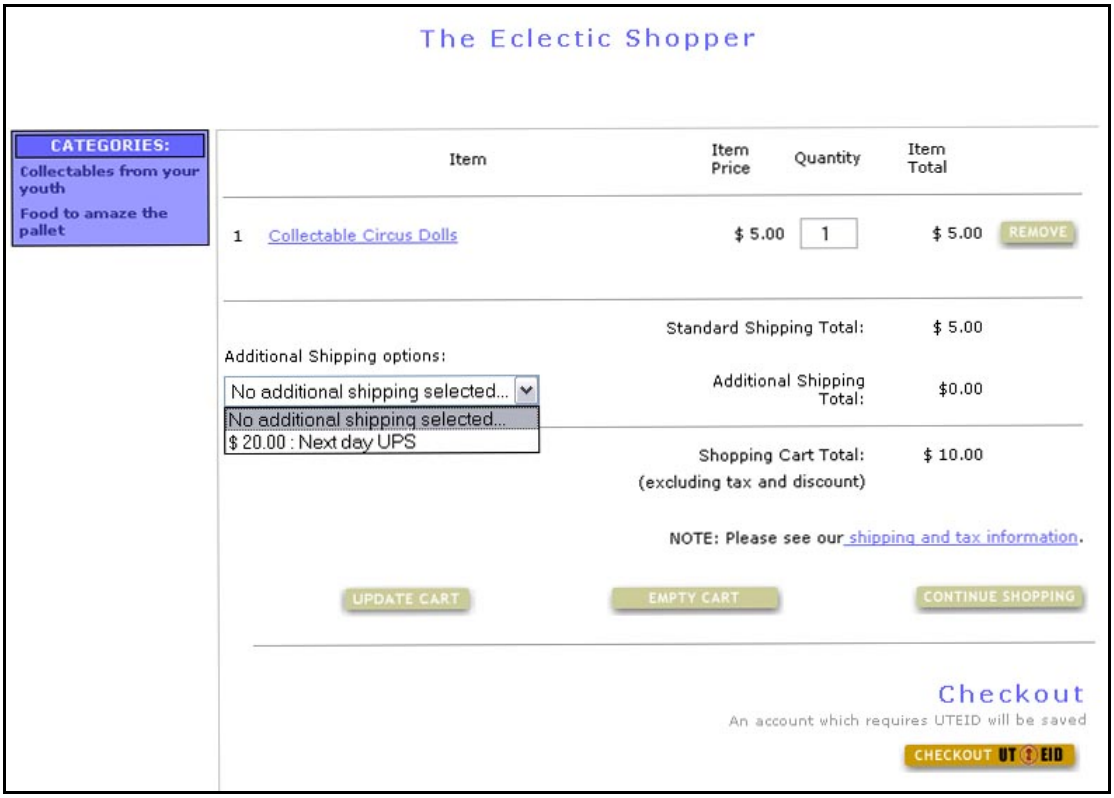
Set shipping costs for orders.


Standard Shipping Cost Maintenance
This page is for standard shipping charges only.
Enter additional shipping options on the Additional Shipping Maintenance page.
Standard shipping charges will be added to the subtotal of all orders.
After entering standard shipping information below please click on the 'Update' button to save the information.
For additional help please see this example.
Select the appropriate value for the lower and upper limits: Total items
If you selected either ITEM or WEIGHT then enter lower & upper limits below in whole number amounts only. Fractional values entered in the limit fields will be converted to the whole number amount.
If you selected AMOUNT then you can enter fractional amounts in the limit fields and they will be retained.
The shipping cost field below can be a fractional amount for all selections.
For additional help please see this example.
UPDATE
Lower Range
Upper Range
Shipping Cost
Dollar or Percent
1
10
20.00
$
%

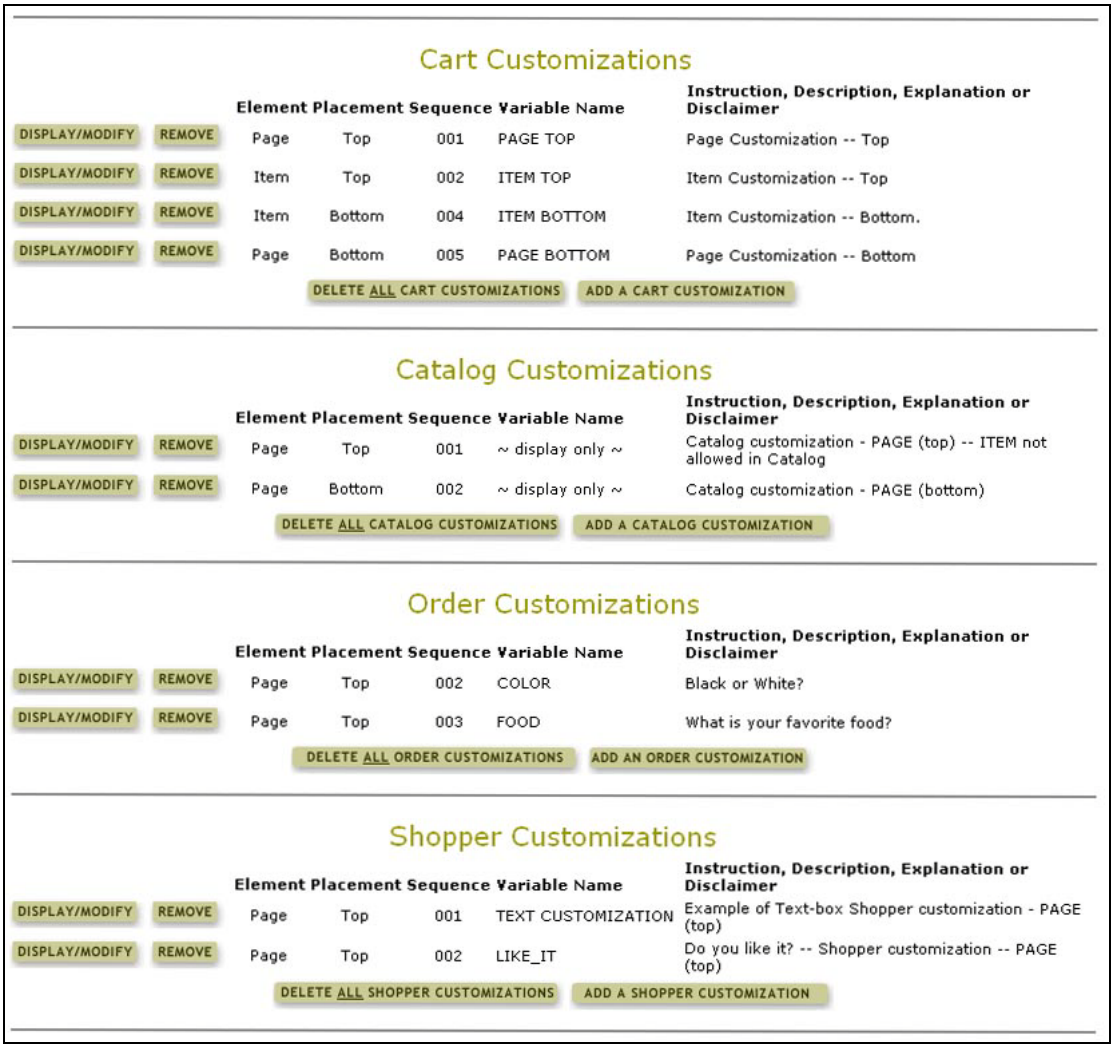
a. Choose the criteria by which shipping costs will be determined. Shipping cost can be calculated based on number of items in the order, total weight of the order, or total amount of the order.
b. Select the lower and upper range (of items, weight, or cost – depending on criteria) to which the shipping costs will apply.
c. Enter the amount (in dollars or percentage of total order) to be added as a shipping charge. Use the radio buttons to select dollar- or percentage-based shipping charges.
d. Additional shipping options can be offered to customers. Select

Additional Shipping at the top of the page to reach the Additional Shipping Cost Maintenance page. These additional options can be added to the normal shipping options or can replace the normal shipping options. For example, if the normal shipping total was $5 for regular UPS shipping, an option for next day UPS shippping with a set fee of $20 can be added. “Next day UPS” would be added in the **Description** field, “20” in **Dollar Amount** field, and “DELETE all standard shipping charges” would be selected, since the $20 option would supersede all other shipping options.


Additional Shipping Cost Maintenance
Return to the Standard Shipping Cost Maintenance page.
Addtional Shipping Options will be displayed in a select box on the Shopping Cart page where the shopper may select ONLY ONE of these options.
If you would like any of these additional shipping options to REPLACE the standard shipping charges (vs. adding to them), then choose the 'delete standard shipping charges' feature below.
After entering additional shipping information below please click on the 'Update' button to save the information.
See the example for additional help.
UPDATE
User-Defined Key
Description
Dollar Amount
ADD to standard shipping charges
DELETE all standard shipping charges
ADD to standard shipping charges
DELETE all standard shipping charges
ADD to standard shipping charges
DELETE all standard shipping charges



E. Maintain Store Customizations



Cart Customizations

		Element	Placement	Sequence	Variable Name	Instruction, Description, Explanation or Disclaimer
DISPLAY/MODIFY	REMOVE	Page	Top	001	PAGE TOP	Page Customization -- Top
DISPLAY/MODIFY	REMOVE	Item	Top	002	ITEM TOP	Item Customization -- Top
DISPLAY/MODIFY	REMOVE	Item	Bottom	004	ITEM BOTTOM	Item Customization -- Bottom.
DISPLAY/MODIFY	REMOVE	Page	Bottom	005	PAGE BOTTOM	Page Customization -- Bottom

DELETE ALL CART CUSTOMIZATIONS ADD A CART CUSTOMIZATION

Catalog Customizations

		Element	Placement	Sequence	Variable Name	Instruction, Description, Explanation or Disclaimer
DISPLAY/MODIFY	REMOVE	Page	Top	001	~ display only ~	Catalog customization - PAGE (top) -- ITEM not allowed in Catalog
DISPLAY/MODIFY	REMOVE	Page	Bottom	002	~ display only ~	Catalog customization - PAGE (bottom)

DELETE ALL CATALOG CUSTOMIZATIONS ADD A CATALOG CUSTOMIZATION

Order Customizations

		Element	Placement	Sequence	Variable Name	Instruction, Description, Explanation or Disclaimer
DISPLAY/MODIFY	REMOVE	Page	Top	002	COLOR	Black or White?
DISPLAY/MODIFY	REMOVE	Page	Top	003	FOOD	What is your favorite food?

DELETE ALL ORDER CUSTOMIZATIONS ADD AN ORDER CUSTOMIZATION

Shopper Customizations

		Element	Placement	Sequence	Variable Name	Instruction, Description, Explanation or Disclaimer
DISPLAY/MODIFY	REMOVE	Page	Top	001	TEXT CUSTOMIZATION	Example of Text-box Shopper customization - PAGE (top)
DISPLAY/MODIFY	REMOVE	Page	Top	002	LIKE_IT	Do you like it? -- Shopper customization -- PAGE (top)

DELETE ALL SHOPPER CUSTOMIZATIONS ADD A SHOPPER CUSTOMIZATION

The customization function allows administrators to add or modify individualized features in the store's shopping cart, store catalog, order process, or shopper profile.

Display / Modify shows the details of an existing customization and allows changes to be made. **Remove** deletes an individual customization. The **Delete All Cart Customizations** deletes all customizations in the given category. **Add a Catalog Customization** opens a page for creating a new customization.

a. Cart Customization

All customizations added here appear on cart and order receipt pages.

1) Placement: Choose where, how, and in what order this customization will appear. Start by selecting the top or bottom of the page and choosing whether this customization will apply to the cart and order pages as a whole ("page") or to each individual item on the cart and order pages ("item"). The sequence number determines the order in which this customization will appear when there is more than one on the page. For example, to ask for the name of the college and dorm of a student, create two customizations: "What college are you in?" and "Which dorm do you live in?" To display the college question first, assign it sequence number 001. Then assign the dorm question sequence number 002.

2) Choose who may view your customization. **This feature is not yet available.**

3) Choose how the customer should input information. Choices are text box, radio button, pull-down menu, or no user input.

4) Select whether or not the customization should appear on the receipt page. **This feature cannot be turned off at this time**.

5) Field Name: Give the customization a name if input is being requested. For example, the field name for the question "Which dorm do you live in?" might be dorm-name.

6) Field Length: If getting input via text box, this represents the maximum number of characters the user may enter. If getting input via radio button or pull-down menu, this represents the number of characters in the longest button or menu choice. The maximum allowed is 60 characters. If input is not allowed, make sure this is set to 0 (zero).

7) Description: Enter the text as it should appear on the page. For example, "Please enter the name of your dorm."

8) Text appearance: Choose the font size and color for the description.

9) Radio Button and Pull-down Menu Values: If radio buttons or pull-down menus are selected, enter the value of the buttons or menu choices. A minimum of two values is required and a maximum of fifteen values is allowed. For example, two values might be "Jester" and "Kinsolving." **This feature is not yet available.**

10) NATURAL subprograms: If data needs to be retrieved for the initial display, or the user's input needs to be audited and updated, type in the retrieval subprogram, or the audit/update subprogram. **Note:** only one subprogram can be entered.

11) If a subprogram name is entered, check the fields that TXShop should send to the subprogram.

At the bottom of the page, click **Add** to add the new cart customization, or click **Return to Customizations Menu** to return to the customizations menu without making updates.

b. Catalog Customization

All customizations added here appear on all catalog pages.

1) Placement: Choose where, how, and in what order this customization will appear. Select the top or bottom of the page. The sequence number determines the order in which this customization will appear when there is more than one on the page.
2) Choose who may view your customization. **This feature is not yet available.**
3) Description: Enter the text as it should appear on the page.
4) Text appearance: Choose the font size and color for the description.
5) NATURAL subprogram: If data will be retrieved for the initial display, type in the name of the retrieval subprogram, and select whether to retrieve the data before the regular processing.
6) At the bottom of the page, click **Add** to add the new catalog customization, or click **Return to Customizations Menu** to return to the customizations menu without making updates.

c. Order Customization

All customizations added here appear on the order page.

1) Placement: Choose where, how, and in what order this customization will appear. Select top or bottom of the page. The sequence number determines the order in which this customization will appear when there is more than one on the page.
2) Choose who may view your customization. **This feature is not yet available.**
3) Choose how the customer should input information. Choices are by text box, radio button, pull-down menu, or no user input.
4) Field Name: Give the customization a name if input is being requested.
5) Field Length: If getting input via text box, this represents the maximum number of characters the user may enter. If getting input via radio button or pull-down menu, this represents the number of characters in the longest button or menu choice. The maximum number of characters allowed is 60. If input is not allowed, make sure this is set to 0 (zero).
6) Description: Enter the text as it should appear on the page.
7) Text appearance: Choose the font size and color for the description.
8) Radio Buttonand Pull-down Menu Values: If radio buttons or pull-down menus are selected, enter the value of the buttons or menu choices. A minimum of two values is required and a maximum of fifteen values is allowed.

9) Choose the order pages on which the customization will appear: credit card, registration, IDT, receipt.

10) NATURAL subprograms: If data needs to be retrieved for the initial display, or the user's input needs to be audited and updated, type in the retrieval subprogram, or the audit/update subprogram. **Note:** Only one subprogram can be entered.

11) If a subprogram name is entered, check the fields that TXShop should send to the subprogram.

12) At the bottom of the page, click **Add** to add the new order customization, or click **Return to Customizations Menu** to return to the customizations menu without making updates.

d. Shopper Customization

All customizations added here appear on the shopper profile page.

1) Choose where, how, and in what order this customization will appear. Select top or bottom of the page. The sequence number determines the order in which the customization will appear when there is more than one on the page.

2) Choose who may view the customization. **This feature is not yet available.**

3) Choose how the customer should input information. Choices are by text box, radio button, pull-down menu, or no user input.

4) Field Name: Give the customization a name if input is being requested.

5) Field Length: If getting input via text box, this represents the maximum number of characters the user may enter. If getting input via radio button or pull-down menu, this represents the number of characters in the longest button or menu choice. The maximum allowed is 60 characters. If input is not allowed, make sure this is set to 0 (zero).

6) Description: Enter the text as it should appear on the page.

7) Text appearance: Choose the font size and color for the description.

8) Radio Button and Pull-down Menu Values: If radio buttons or pull-down menus are selected, enter the value of the buttons or menu choices. A minimum of two values is required and a maximum of fifteen values is allowed.

9) Choose the pages on which the customization will appearregistration, interdepartmental, or receipt pages.

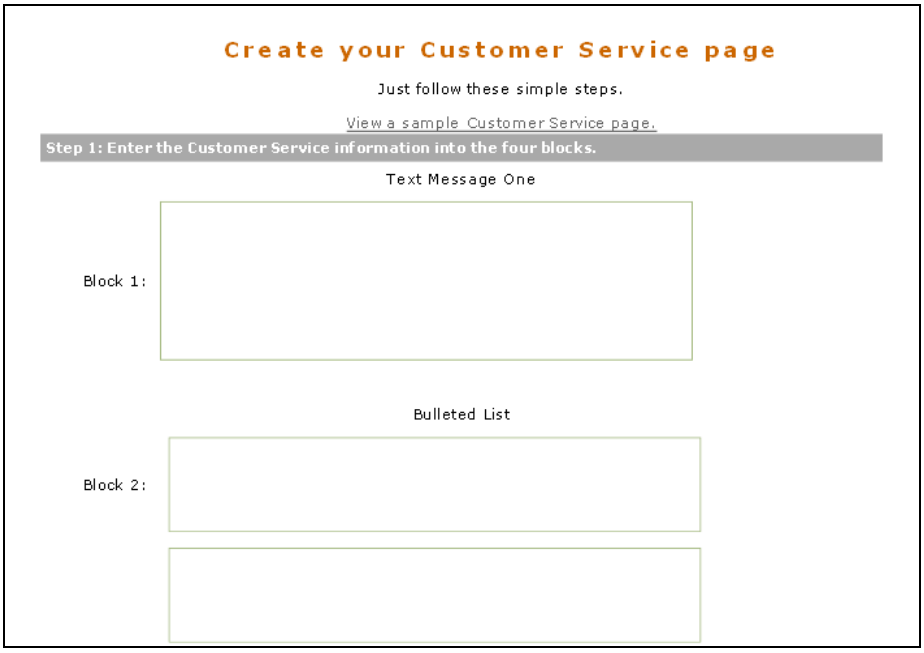
10) NATURAL subprograms: If data needs to be retrieved for the initial display, or the user's input needs to be audited and updated, type in the retrieval subprogram, or the audit/update subprogram. **Note:** Only one subprogram can be entered.

11) If a subprogram name is entered, check the fields that TXShop should send to the subprogram.

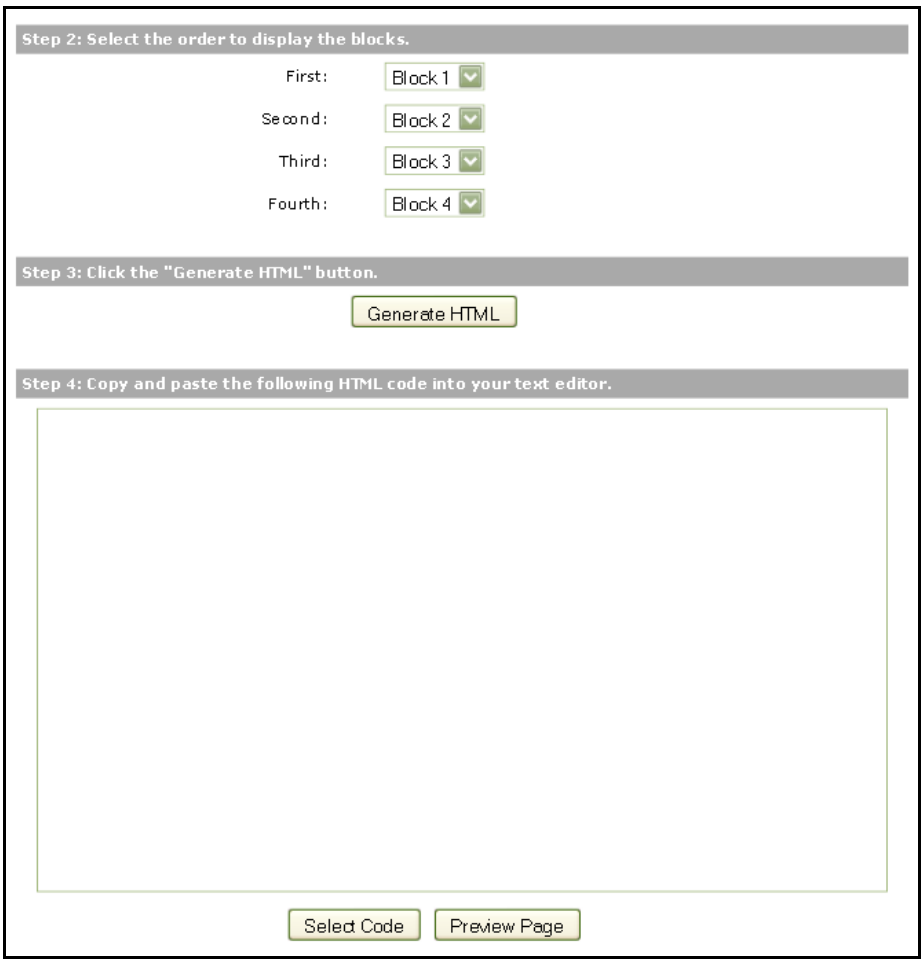
12) At the bottom of the page, click **Add** to add the new shopper customization, or click return to the customization main page without making updates, or remove the customization.

F. Create Customer Service Page

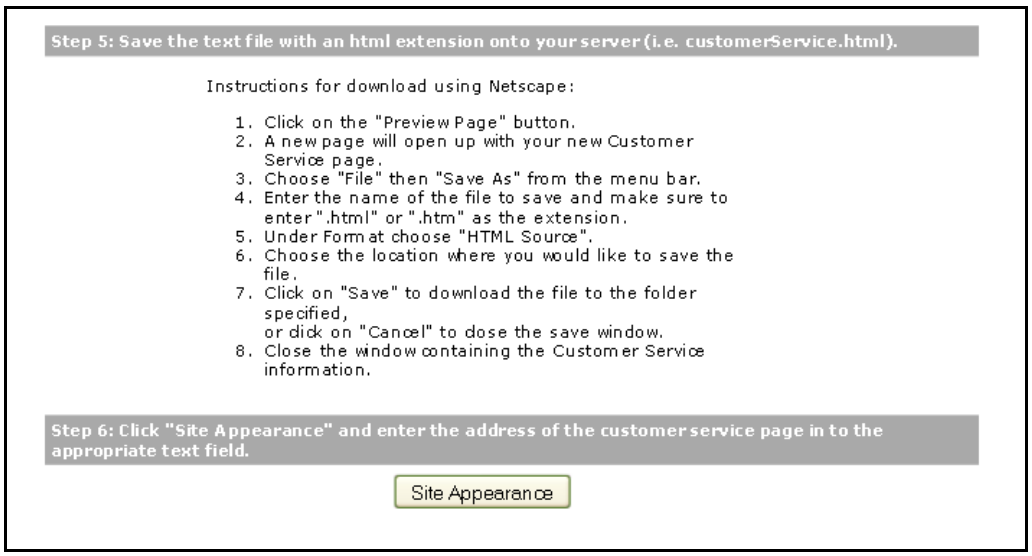
Create the HTML for a customer service page.


Create your Customer Service page
Just follow these simple steps.
View a sample Customer Service page.
Step 1: Enter the Customer Service information into the four blocks.
Text Message One
Block 1:
Bulleted List
Block 2:

1) **Step 1**: Create up to four blocks of text, one of which is a bulleted list with a maximum of 10 bullet points.



2) **Step 2**: Choose the display order of the blocks.
3) **Step 3**: Click **Generate HTML** to fill in the text box for Step 4.
4) **Step 4**: Preview the HTML page which has been generated.
a. Click **Select Code** to select the text for copying into a text editor for modification (optional).
b. Click **Preview Page** to open a window displaying the page.
c. Follow the on-screen instructions to save the HTML file to the desktop.


Step 5: Save the text file with an html extension onto your server (i.e. customerService.html).
Instructions for download using Netscape:
1. Click on the "Preview Page" button.
2. A new page will open up with your new Customer Service page.
3. Choose "File" then "Save As" from the menu bar.
4. Enter the name of the file to save and make sure to enter ".html" or ".htm" as the extension.
5. Under Format choose "HTML Source".
6. Choose the location where you would like to save the file.
7. Click on "Save" to download the file to the folder specified,
or click on "Cancel" to close the save window.
8. Close the window containing the Customer Service information.
Step 6: Click "Site Appearance" and enter the address of the customer service page in to the appropriate text field.
Site Appearance

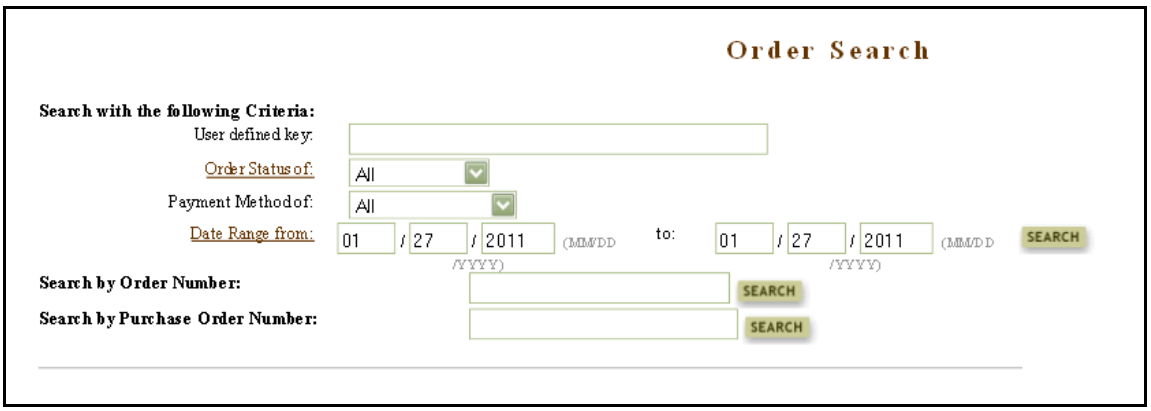
5) **Step 5**: Save the final HTML script with the file extension .html. It should be saved to the same secure server where other linked TXShop information (e.g., store logo) is stored.
6) **Step 6**: Click **Site Appearance** to open the **Updating Your Departmental Info** page (section II.2.B) and enter the URL for the new customer service page.

G. Submit a Featured Item

This selection opens a window displaying a short page which discusses the featured item and how the submission process works. For more information, contact the TXShop Stewards by e-mail at txshop-info@utlists.utexas.edu.

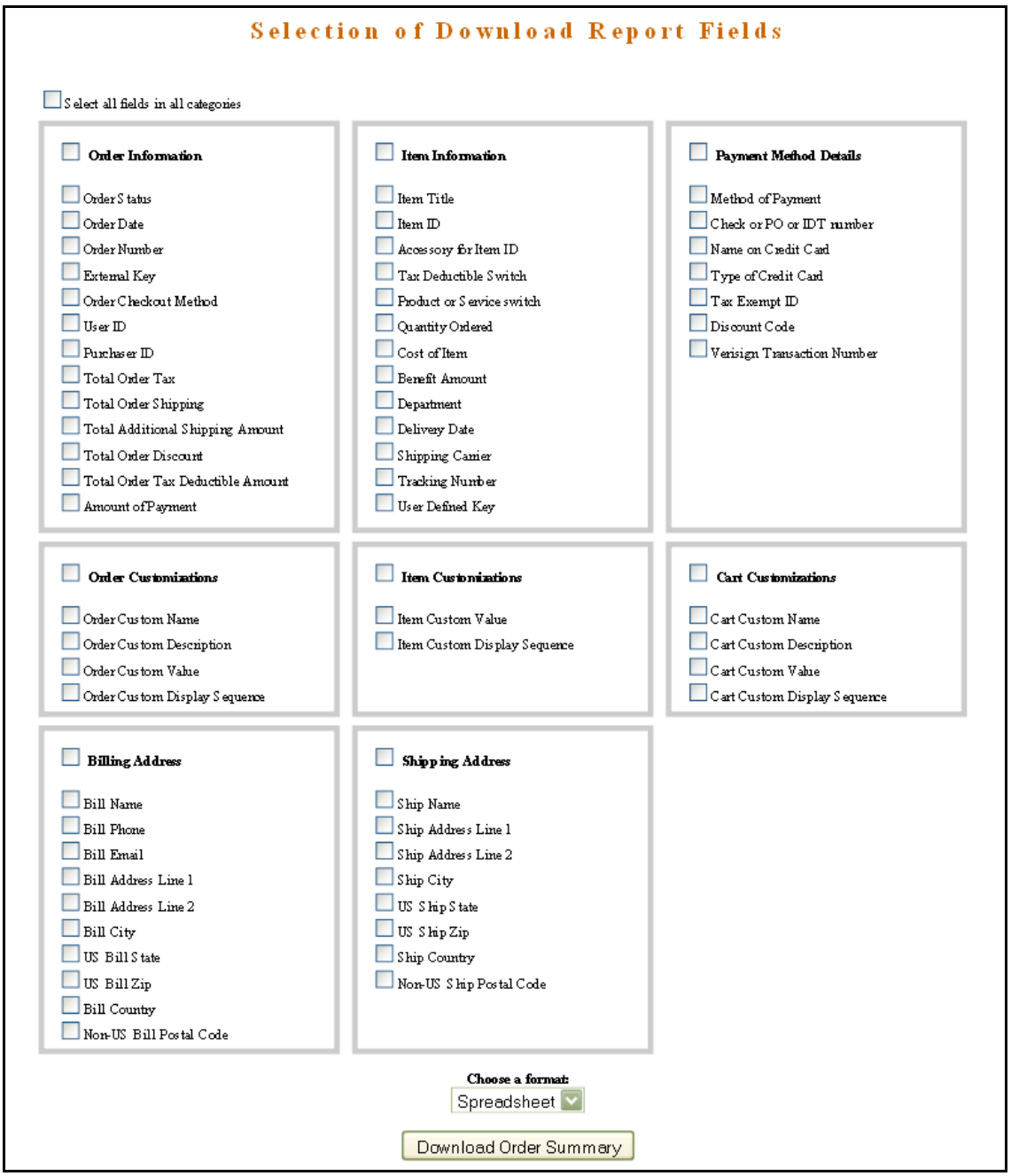
II.3. Order Maintenance

A. Search Orders by Selected Criteria



Search orders by date range, order status, payment method, user defined key, order number, or purchase order number **Note:** this is NOT a POINT Plus PO number.

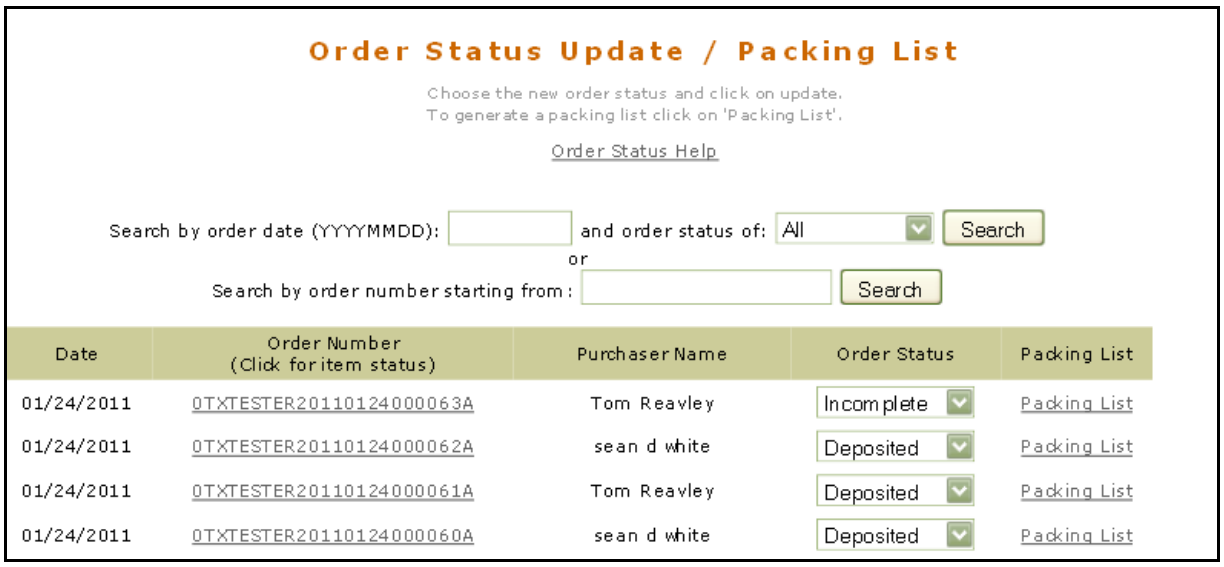
a. To search within a date range, enter a starting date, an ending date, or both. Leaving date fields blank results in a search of all dates.
b. Search for all order statuses by selecting All from the order status drop-down menu; other options include deposited, declined, pending, pending IDT, incomplete, cancelled, and completed.



c. Download the order information into an Excel spreadsheet by clicking **Select Download Criteria**. After selecting the download criteria from the available options, click **Download Order Summary**.

B. Search Orders by Selected Criteria

Check and update the status of an order or generate a packing list.


Order Status Update / Packing List
Choose the new order status and click on update.
To generate a packing list click on 'Packing List'.
Order Status Help
Search by order date (YYYYMMDD):
and order status of: All
Search
or
Search by order number starting from :
Search
Date
Order Number (Click for item status)
Purchaser Name
Order Status
Packing List
01/24/2011 0TXTESTER20110124000063A Tom Reavley Incomplete Packing List
01/24/2011 0TXTESTER20110124000062A sean d white Deposited Packing List
01/24/2011 0TXTESTER20110124000061A Tom Reavley Deposited Packing List
01/24/2011 0TXTESTER20110124000060A sean d white Deposited Packing List

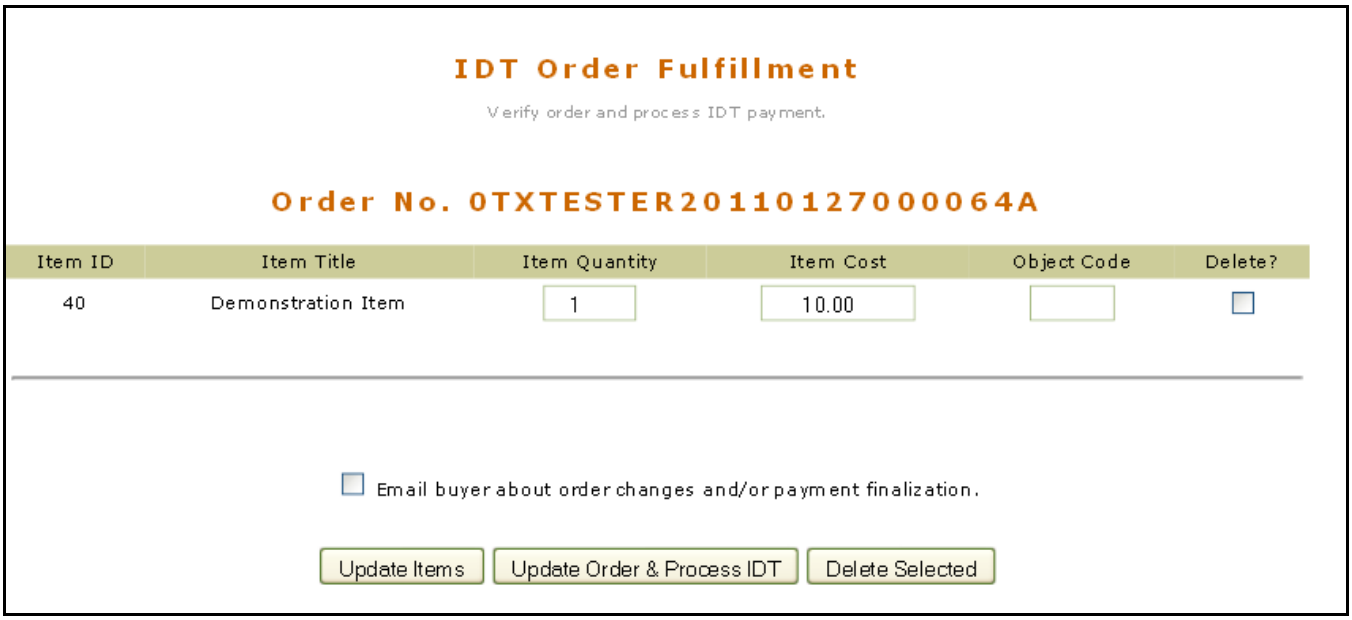
a. Search orders by order date and status or order number. The order status can be updated from this screen.View and update shipping information by clicking the **order number** link, which links to the **Order Item Shipping Update** page. Shipping information that can be updated includes shipper, tracking number, and shipping date.
b. Click the **Packing List** link to generate a printable packing list for a given order.

C. Delete Unexecuted Orders

Search incomplete orders by order status and delete unexecuted orders by checking the delete box, and then clicking **Delete Selected**. View order details for declined, pending, and cancelled orders by clicking on the **order number** link.

D. Process IDT Orders

Process pending orders which will be paid for by IDT (Interdepartmental Transfer).



a. To delete individual items mark the **Delete?** check-box, then click **Delete Selected**.
b. To update individual items, make any changes in the text boxes, then click **Update Items**.
c. To process the IDT, make any changes in the text boxes, then click **Update Order & Process IDT**.

Note: when IDT is selected as the payment method for an order, the store administrator will receive an e-mail notification. The department's electronic office manager and accounting contact will also receive an e-mail notification listing the account number entered by the customer.

E. Process Order Refund

TXShop allows administrators to process full or partial refunds 48 hours after the initial order is placed. **Note**: It is the department's responsibility to set its internal refund policy.

a. To refund a specific order, enter the order number in the text field

and click **Search**.
b. To see a list of all orders eligible for refund within the store, click **Search** next to **Search for orders eligible for refund**.
c. Once the order to be refunded has been located, follow the on-screen instructions to process a full or partial refund.

Note: When an order is refunded, the customer and store administrator will both receive an e-mail notification listing the details of the refund as well as a link to the refund receipt.

II.4. Shopper Info

A. List Shoppers

List Shoppers provides a list of all customers who have begun or completed an order in the store. This page also provides a link to more detailed customer and order information. Information on this page includes:

a. Shopper Name, which also links to the order history for the customer.
b. UT EID, which links to incomplete orders.
c. Primary e-mail address of the customer; this matches what is stored on the **Shopper Profile**.
d. Work and home phone numbers; this matches what is stored on the **Shopper Profile**.
e. The **Edit** link for editing the **Shopper Profile**. All fields in the **Shopper Profile** can be edited by a store administrator.
f. Download customer information into an Excel spreadsheet by clicking **Download Shopper List**. The information that will be downloaded includes UT EID, full name, home phone number, work phone number and e-mail address for each customer.

B. Search Shopper Order History

This function allows you to search order history by the customer's UT EID. **Note**: If the customer does not have a UT EID or did not log in with a UT EID, order history cannot be found using the UT EID.

Enter a UT EID to return the order history. If this option is chosen, but no UT EID is entered, it will default to the user's UT EID.

C. Search Phone Orders

Search for phone orders by date range and UT EID. This also allows for download of the information returned by the search. Phone orders refer to orders where an administrator purchased the items on behalf of the customer.
a. List orders by the UT EID submitted at checkout.
b. Download information about phone orders into an Excel spreadsheet. The information that will be downloaded includes Order Date, Order Number, Order Status, Administrator Name, Payment Method, Order Tax, and Order Total.

D. View Saved Carts

Search for saved carts (incomplete orders) by UT EID. Enter the UT EID of the customer to view a list of his or her saved shopping carts.

II.5. Searches and Downloads

A. Search Orders by Selected Criteria

See section II.3.A.

B. View Sales Report Summary

View online sales reports by date range. To generate a report, select the **Type of Report** and enter the date range.

Online Sales Report Summary
Type of report:
If 'Other' was selected, enter date range
Select Type
MM / DD / YYYY Through MM / DD / YYYY
Choose which stores are to be included in the report
ExxonMobil Texas Science and Engineering Fair
The University of Texas System
LLILAS Professional Development Seminars
Communication Career Services
Jackson School of Geosciences TxShop Site
the Offender Education Program
American Legends Store

The sales report summary can include orders for the previous week, month to date, year to date, or a specified date range. If the user administers more than one store, select which store(s) to include in the report.

C. List Shoppers

See section II.4.A.

D. Search Shopper Order History

See section II.4.B.

E. Search Phone Orders

See section II.4.C.

F. View Saved Carts

See section II.4.D.

G. Download Catalog

See section II.1.G.

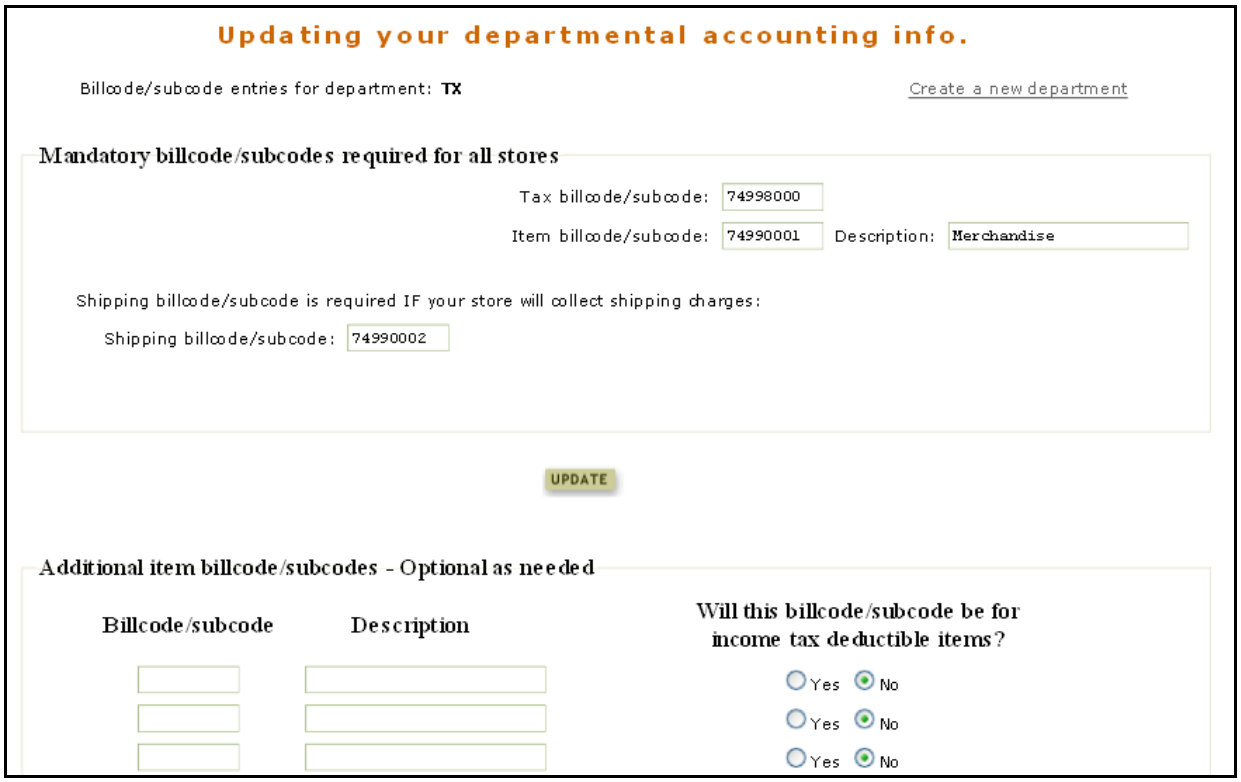
H. View Refunded Orders

Displays a detailed listing of all orders refunded within the store, including the order number, refunded amount, order status, date the order was refunded, and the UT EID of the administrator who processed the refund.

For each order listed, the order number is a link to the refund receipt which displays further details about the order refund, including the specific items or amounts which were refunded.

II.6. Accounting Info

Add and update billing code and subcode information for the store.



a. A billcode/subcode is an 8 digit number, assigned by the Office of Accounting that identifies a specific type of charge for a department.
b. A minimum of two billcodes are required, one for tax and one for the items in the store. These must be accompanied by a unique item code and description.
c. A shipping billcode/subcode can also be added.
d. A store can have up to ten billcode/subcodes per store.

Remember, the actual billcode/subcode can only be assigned by the Office of Accounting.

II.7. Contact Us

Displays contact information for the TXShop stewards.

II.8. Log Off

Logs the user out of UT Direct.

III. Appendix 1 - Glossary

Accessory: An accessory is an item connected to a parent item that can only be purchased with the parent item.
Application Program Interface (API): In TXShop you can add NATURAL subprograms (computer programs) to your page to perform various audits. This will need to be done by a NATURAL programmer. If you don't have a NATURAL programmer to do the coding, please use the link below to read information about how a a department can contract for a programmer to create needed APIs: http://www.utexas.edu/its/eis/services/staffing.html
Archived items: Archived items are part of your store's catalog that your customers will not see. Administrators can purchase archived items on behalf of customers.
Authorization: In order to use TXShop's administrative features, you must have the appropriate authorizations. For questions, contact the TXShop Stewards at: txshop-info@utlists.utexas.edu
Billing code: A billcode/subcode is an 8 digit number that identifies a specific type of charge for a department. This is assigned by the Office of Accounting.
Cart: The customer's cart (elsewhere known as a shopping cart) is a virtual storage unit that remembers items placed in it by a customer for a predetermined period of time.
Category: Categories allow you to group the items in your store however you choose.

Customization: Customizations allow administrators to request information from users or provide them with targeted messages at specific points in the shopping process. There are five available types of customizations: item, order, cart, store, and shopper.
Department: Usually the departmental prefix for your department as assigned by TXShop stewards.
IDT: Inter-departmental Transfer (*DEFINE VT5)
Item: An item in TXShop is the smallest individual unit a customer can purchase for a given price.
Item ID number: The ID number is the unique number associated with the item when the item is created. This numbering is incremented by one with each item created in the store.
Server: A computer which provides some service for other computers connected to it via a network.
Secure server: A server that requires verification of a user's identity when logging on to the system and that allowsTXShop to determine if the user has specific roles within TXShop and UT.
Subcategory: Subcategories group your items within categories. Subcategories are not required. You must choose the correct category that you want each subcategory to appear under.
Subprogram: A program written in the programming language NATURAL that can be used to audit information passed from an order, etc.

IV. Appendix 2 – Featured Item FAQ

What is a TXShop featured item?
A featured item is an item that appears in a prominent position on the TXShop home page. The item is clickable and links to the Item Details page inside the store where the item is for sale. The featured item that appears on the home page during any given visit is randomly selected from the overall list of featured items for all stores.

How many featured items can my store have?
Stores are permitted one featured item at a time.

How can my store submit a featured item?
E-mail the item title and item ID of an existing item in your store to TXShop stewards at txshop-info@utlists.utexas.edu and tell us that you want it to be a featured item. Your item must have a picture and a description that is under 25 words. You can always send TXShop stewards a new

picture and description for an item for the purposes of the featured item.

How often can my store change its featured item?
Stores may change their featured item no more than once per month.

How long will it take for my store's featured item to appear on the TXShop home page?
Most featured items should be added to the rotation within one business week of submission. Since the featured item is randomly selected with each home page hit, there is no guarantee that you will personally see your featured item on every visit to the TXShop home page.

Who is responsible for the availability of the featured item?
A featured item belongs to the store that submitted it. If the featured item is no longer available for purchase, then the store must notify the TXShop stewards (Txshop-info@utlists.utexas.edu) to remove the featured item from the rotation.